**ROLE DESCRIPTION**

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| **Job Title** | Business Support Hub Lead |
| **Salary Band** | 37-40 |
| **Reporting to** | Senior Programme Manager |
| **Directorate** | Resources |
| **Service Area and sub area** | Delivery & Assurance Unit |
| **Team**  | Business Support Hub |
| **Political Restriction** | N/A |

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| **1. Primary Purpose of the Post** |
|  This is an exciting opportunity to drive forward and the work to form the Combined Authority’s new central business support service and collaborate with colleagues across the CA to deliver new and enhanced ways of working. We are seeking an enthusiastic and highly organised individual to lead the smooth running of our Business Support Hub. This pivotal role is key to providing exceptional administrative, logistical, and operational support to the entire organisation.As the Business Support Hub Lead, you will play a vital role in delivering top-tier, efficient support to all departments, focusing on driving continuous improvement, streamlining processes, and enhancing service delivery. You'll be at the heart of managing several corporate systems, including travel booking and stationery ordering, and will take the lead in developing and maintaining robust standard operating procedures to be rolled out across the organisation.Not only will you manage a high-performing team, ensuring key objectives are met, but you will also be the go-to person for all business support queries. This is a fantastic opportunity for someone who thrives in a collaborative, results-driven environment and is passionate about leading change and making things happen.The Business Support Hub will:* Act as the center of excellence and set the standards for providing departmental business support across a range of key process areas.
* Drive innovation of existing administrative and transactional processes, responding to the growing demands of the organisation and improving options for self-service.
* Investigate, trial and appraise technological solutions to support wider corporate administrative processes.
* Centralise a meeting support ‘offer’ to replace the existing ad hoc approach which brings standardisation, best practice, and the potential for greater innovation.
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|  **2. Your responsibilities** |
| We need you to:* Lead the day-to-day operations of the Business Support Hub staff, ensuring that all processes are executed efficiently and within agreed service levels.
* Develop and implement workflows to streamline administrative tasks and ensure effective delivery of services.
* Develop and own Standard Operating Procedures for key administrative processes associated with meeting management, diary management and document governance.
* Lead the servicing and administration of key senior meetings through the Business Support Hub.
* Satisfy ad hoc requests for SLT support against a defined service level agreement (such as events management, consultation processes etc.).
* Own the corporate travel booking process, including the procurement and rollout of a new self-service travel booking system.
* Develop the corporate stationery ordering process.
* Administer the corporate policy compliance system (to be transferred from Internal Audit to align with key compliance requirements).
* Lead research and development of adoptable innovation and best practice (i.e. exploration of AI technologies to reduce administrative tasks).
* Work in partnership with existing directorate business support teams/staff to review processes and align them to the corporate admin Standard Operating Procedures.
* Lead the recruitment, induction, and training of new staff members within the Hub when applicable.
* Proactively identify opportunities for continuous improvement in the delivery of business support services.
* Lead on the implementation of best practices to improve efficiency and productivity.
* Develop and manage the Hub’s budget, ensuring that resources are allocated appropriately, and that expenditure is kept within agreed limits.
* Prepare and present reports on the performance of the Business Support Hub, providing key insights and recommendations to senior management.
* Contract management of suppliers appointed to support Hub services (such as system providers).
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| **3. General Corporate Responsibilities** |
| * Participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery.
* Promote understanding of and adherence to the Combined Authority’s core values by modelling appropriate behaviours and encouraging others to do likewise.
* Ensure the development, provision and analysis of high-quality management information and documentation that is timely, accurate and meaningful.
* Support the scrutiny process established by the LCRCA.
* Encourage a culture of continuous improvement to develop an outstanding service, where value for money and best value are delivered and innovation and enterprise flourish.
* Promote strong, direct and effective communication and involvement with all stakeholders.
* To share and communicate a clear understanding of the LCRCA equality, diversity and inclusion priorities internally and externally.
* To carry out such other duties as may be directed, commensurate with the grading of the post.
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| **4. Recruitment Plan**  |
| Competency Based InterviewAssessment |

**PERSON SPECIFICATION**

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| **Job Title**: Business Support Hub Lead |  |
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| **Criteria** |
| **Qualifications and Training** | **E = Essential****D = Desirable** | **Identified By** |
| Educated to degree level in relevant subject or equivalent training and experience | **D** | **A** |
| Administration qualification | **D** | **A** |

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| **Experience and knowledge** | **E = Essential****D = Desirable** | **Identified By** |
| Proven experience in a business support or administrative management role, ideally in the public sector. | **E** | **A, I** |
| Strong understanding of business processes and operational management, including experience of developing and improving workflows | **E** | **A, I** |
| Experience of leading, managing, and developing teams to achieve high performance | **E** | **A, I** |
| Experience using AI to aid everyday duties | **D** | **A, I** |
| Demonstrable experience of budget management and resource allocation. | **D** | **A, I** |
| Familiarity with using a variety of business support systems and software tools | **D** | **A, I** |

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| **Skills and abilities**  | **E = Essential****D = Desirable** | **Identified By** |
| Excellent organisational and time management skills, with the ability to prioritise and manage multiple tasks effectively.  | **E** | **A, I** |
| Strong leadership and team management skills, with the ability to inspire and motivate a team to achieve set objectives | **E** | **A, I** |
| Exceptional communication skills, both written and verbal, with the ability to interact with stakeholders at all levels | **E** | **A, I** |
| Problem-solving abilities with a proactive approach to identifying and resolving issues. | **D** | **A, I** |
| Strong attention to detail and high standards of accuracy. | **D** | **A, I** |
| Adaptability and resilience in a fast-paced, changing environment | **D** | **A, I** |
| High level of IT literacy, with proficiency in Microsoft Office Suite and other business management tools | **D** | **A, I** |

**Key to Assessment Methods:**

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| KO – Knockout question | A - Application  | P – Presentation | T - Test |
| FQ – Filter Question | I – Interview | E – Exercise  | AC – Assessment  |