

Job title	Business Support Manager
Reports to	Head of Accountability – External Relations
Department or team	External Relations (Accountability)
Date created	16/12/09
Ref No.	IRC44510
Grade/band	Level 3 – HEO (£26,745 pa)
Location	Newcastle
Purpose of this job	This post will manage the development and co-ordination of business support, including secretarial and PA support for the Senior leadership Team. Responsible for provision of an efficient administrative support service across the Network Division.

Key Accountabilities

- To deliver an efficient and responsive administrative / business support service to meet the needs of the Network Division as a whole.
- To manage the provision of an effective and efficient PA and support service to the Chief Executive and Directors
- To liaise with the Head of Secretariat to ensure provision and co-ordination of administrative service to the Chair and Board
- To co-ordinate and monitor an efficient and effective 'response' service dealing with, for example Fol's, PQ's, EIR and other queries liaising with the Performance Manager and Customer Relations Manager
- To provide a co-ordinating and monitoring administrative function for MMO including Guidance Documentation Co-ordination
- Ensure Quality and customer care standards implemented within the business support function
- Lead and develop the business support team.

Stakeholder management, communication and working relationships

Internal and external stakeholders	
<ul style="list-style-type: none"> • All managers MMO • Board 	<p>External</p> <ul style="list-style-type: none"> • Defra • Other Government departments

Person Specification

Essential criteria

- Experience with Microsoft office suite especially Word, Excel, Powerpoint
- Well organised
- Experience of managing a similar administrative/business support function

Desirable Criteria

- Experience of working with government or other public sector bodies
- Experience in project and programme management

Core competencies

- Leading and influencing
- Making effective decisions
- Making things happen
- Navigating Change
- Collaboration

Role Specific Competencies

- Developing high performance
- Thinking with vision
- Delivering in partnership
- Delivering value for money