

## JOB DESCRIPTION

**Post Title:** Strategic Business Manager

**Grade and Salary Scale:** Grade P £46,845 - £51,670

**Department and Service:** Resident and Business Support – Finance Directorate

**Responsible To:** Head of Service

**Post Ref:** R0001536

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### **Purpose of the Post:**

This post is part of the Senior Management Team for Residents and Business Support. The role will involve the development of strategic interventions, management of strategic direction for the relevant service areas and working collaboratively to ensure the Council's vision, goals and core values are achieved.

The post holder has senior responsibility for the delivery of the Debt, Financial Assistance, Advice and Support Services which also includes the corporate welfare provision, food poverty strategy, Revenues and Benefits Service Delivery Strategy and the Help Boro Solution. In addition the role will also support and facilitate pathways to other directorates where there is a need to introduce/support corporate welfare solutions or business growth opportunities all of which support the overarching solutions/objectives and ambitions of the Service and the Council.

### **Duties and Responsibilities:**

1. To provide leadership and strategic operational management for Residents and Business Support and where applicable in line the Mayors Vision and or the Councils Strategic Plan.
2. To work collaboratively with other Council's Services on initiatives that will support/improve the welfare of the resident or support the local business community, working closely with Regeneration Colleagues on business Initiatives and externally funded programmes if required.
3. To deliver continued improvements that support the reduction in bad debt, maximising income and supporting the MTFP position.
4. Maximising financial opportunities:-
  - Increase in NCD for both Council Tax and Business Rates in line with the investigation strategy.
  - Provide recommendations where this directly supports an improved financial position.
  - Support the design of the Local Council Tax Reduction Scheme.
  - Maximising Pupil Premiums to support local schools.
  - Support the design of a corporate debt collection strategy

5. To work collaboratively with the Regeneration Team to promote joint-working, build cohesive working relationships, facilitating local intelligence exchanges/market trends.
6. Work with partnering organisations to deliver a food poverty/crisis support solution and collaborating with the Public Health on relevant matters.
7. To develop, implement and monitor effective budget, finance and performance management arrangements in line with the Council Improvement Plan and corporate governance arrangements
8. To support the design and delivery of the corporate welfare solution which includes delivering a financial assistance, welfare advice and support solution that support the town's most vulnerable communities, delivering in line with service priorities.
9. Promote the culture and strategic direction of the Council including positive can do attitudes, the highest standards of customer care, transformational change and Middlesbrough Manager etc.
10. To represent the interests of the Council - external bodies and networks.
11. To deputise for the Head of Service.
12. To be politically aware and brief the Mayor, Executive Members and Ward Councillors as required and where appropriate to do so.
13. Ensure the Council fulfils all of its statutory legislative and regulatory responsibilities in line with the requirements of the role.
14. Contribute to the development of corporate policies within the Council's strategic framework.

### **Corporate Responsibilities:**

- We will make every reasonable effort to supply the necessary employment aids, equipment or adaptations to enable employees to perform the full duties of the job in accordance with the Equality Act 2010 where a post holder is disabled.
- You will
  - demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to employment issues and service delivery.
  - respect all confidentiality and principles and practices of the Data Protection Act.
  - comply with Health and Safety policies and legislation.
  - be committed to continuous personal development, including Middlesbrough learns.
  - demonstrate a commitment to the safeguarding of children and vulnerable adults, highlighting any areas of concern with the appropriate service and adhering to the policies of the Council relating to these issues.
- The above duties and responsibilities cannot totally encompass or define all tasks which may be required. The outlined duties and responsibilities may, therefore, vary from time to time without materially changing either the character or level of responsibility: these factors are reflected in the post.

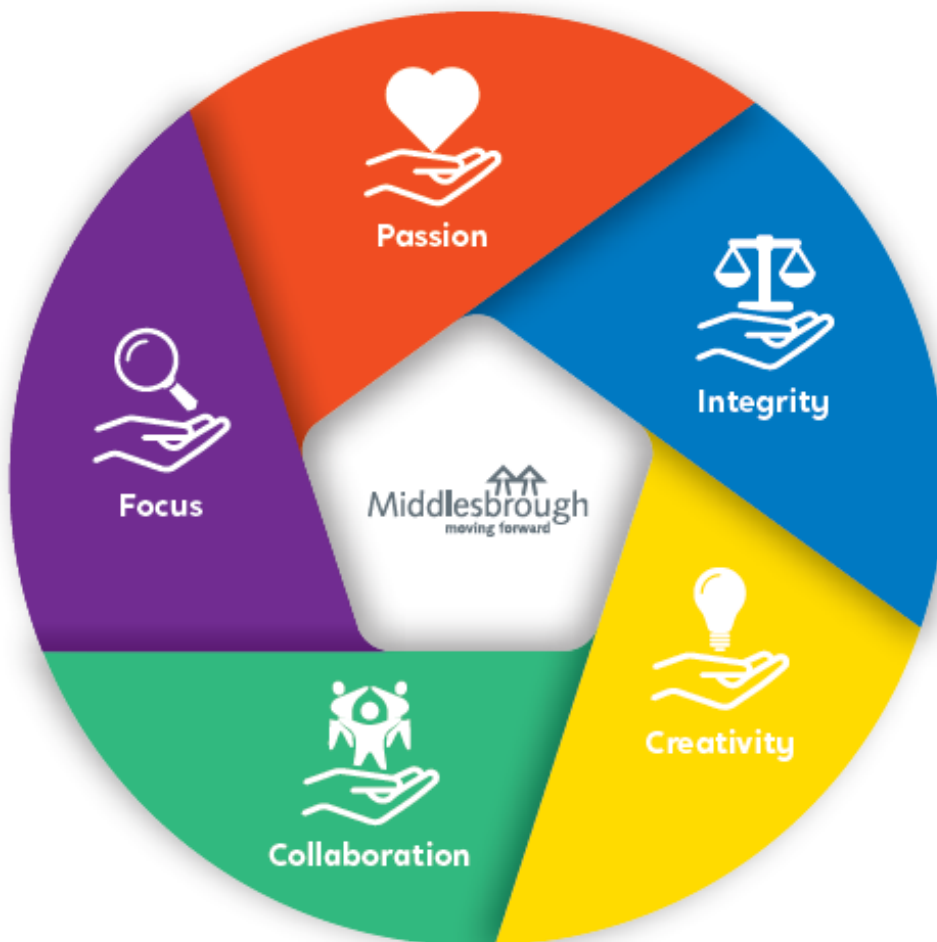
## PERSON SPECIFICATION

For the purposes of recruitment and selection, you will be assessed against Our Values and the criterion marked as Essential/Desirable in the Qualifications and Knowledge & Experience section.

### Our Values

Our Values are a critical element of our strategy to create a brighter future for Middlesbrough. They will be at the heart of everything we do and will be the foundation for how we operate, behave and make decisions. Having these values will help you be the best you can be and help Middlesbrough to grow and thrive.

### Our Values



#### Passion

We believe in Middlesbrough and are proud to work for the town



#### Integrity

We are open and transparent and treat everyone with respect



#### Creativity

We have the courage to try new ideas and new ways of working



#### Collaboration

We work with others to make Middlesbrough better



#### Focus

We are clear about what we will deliver to meet the needs of the town

## PERSON SPECIFICATION

	Essential x	Desirable x
<b>QUALIFICATIONS:</b>		
1. To degree level and/or professional qualification in a relevant discipline.		X
2. Management Qualification and or significant management experience at a senior level.	X	
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
1. Significant management experience within a multi-disciplined/diverse service area either public or private.	X	
2. Extensive experience of managing/designing solutions that respond and meet the needs of vulnerable groups.	X	
3. Significant experience of managing performance, designing performance measures, and evaluating service quality.	X	
4. Significant experience of managing budgets including internal and external funding.	X	
5. Experience Managing a Revenues and or Benefits Service.	X	
6. Comprehensive understanding of Collection Strategies and Policy and Schemes designs.	X	
7. Experience of successful partnership working and joint working with statutory and non-statutory organisations.	X	
8. Knowledge of the Councils corporate priorities and a clear understanding of the workings of Local Government and the legislative, strategic and policy frameworks associated with the responsibilities of the post.		X
9. Experience of the promotion of equal opportunities and diversity in both employment and service delivery within a large and complex organisation.		X
<b>SKILLS</b>		
1. Ability to successfully motivate, manage and lead staff.	X	
2. Ability to develop staff support succession plans and career progression.	X	

3. Ability to create innovative solutions that support the welfare of residents and the sustainability of businesses within the town.	X	
4. Ability to work effectively within a political environment, dealing with Members at the Executive.	X	
5. Ability to communicate effectively with a range of internal and external bodies and to a range of audiences.	X	
6. Ability to evaluate competing priorities, developing performance measures, managing budgets and delivering service outcomes.	X	