



Details of the job

Post title:	Trading Standards Business Manager
Salary grade:	J
Hours:	37
Location:	Wootton Hall Park, Northampton, NN4 0GB
Reports to:	Trading Standards Manager
Service area:	Trading Standards (Place Directorate)

Overall purpose of the post

The Trading Standards Business Manager will put in place and maintain systems to manage Service business management, including Service finances, HR, performance, governance, business planning and legal process. The post holder will provide an integral role in enabling the Service to successfully deliver an extremely broad range of statutory and operational activities.

The post holder reports to the Trading Standards Manager and has a cross Service role to drive efficient and effective working practices to the benefit of all staff. They will be expected to take a strategic view of multiple issues across the Service at any one time and assist in ensuring they are delivered in line with Service priorities.

The post holder will work with all managers to ensure staff comply with relevant systems and processes, providing feedback, support, training etc as necessary to improve performance.

Principal responsibilities

1. To lead and manage a wide range of business support functions, including: Financial management, Human Resourcing processes and issues, Performance monitoring and development, Service Planning and Policies, Risk Management monitoring, Health and Safety (e.g. implementation of annual plan, review of risk assessments, ongoing monitoring/auditing in line with corporate requirements), training arrangements, Customer Service (e.g. satisfaction surveys, FOI requests, processing of customer complaints).
2. To identify, develop and implement relevant business support processes and procedures to maintain/improve Service compliance with corporate governance rules and maintain/improve efficiency in operational activities. To work effectively with partner organisations to achieve relevant outcomes.
3. Oversee the implementation of programmes and projects across the Service to ensure that they are delivered in a timely way, to budget and to scope, (e.g. projects to deliver outcomes required in Service Plan, use of new IT systems such as proceeds of crime or case management software). To ensure Service policies and procedures are met in relation to the matters above.

4. To advise and assist staff across the Service on business support systems to support the achievement of Service priorities.
5. To act as Team Leader for the administrative function and staff.
6. Ensure that reasonable care is taken at all times for the health, safety and welfare of you and other persons, and to comply with the policies and procedures relating to health and safety within the department.
7. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Educated to degree level or equivalent through experience	Clean driving licence
Experience and Knowledge	<p>Comprehensive knowledge of Trading Standards role and responsibilities.</p> <p>Comprehensive knowledge of LA and Trading Standards operating processes, procedures and related IT systems, including HR, finance, ERP Gold, SORPS.</p> <p>Knowledge of the organisation of Trading Standards and relevant stakeholders at a local, regional and national level.</p> <p>Demonstrable experience of dealing with the public and business</p> <p>Computer literate</p>	<p>Knowledge of UK consumer laws</p> <p>Knowledge of aims, values, goals and targets of Service</p>
Ability and Skills	<p>Ability to work on own initiative and work independently.</p> <p>Positive attitude, particularly to change</p> <p>Excellent organisational skills with the ability to plan and manage numerous ongoing tasks and competing demands.</p> <p>An adept and adaptable communicator, with excellent written and verbal communication skills.</p> <p>Excellent IT skills.</p> <p>Financial management skills.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	