

## ROYAL BOROUGH OF GREENWICH

### JOB DESCRIPTION

**DEPARTMENT:** Street Services

**POSTHOLDER**

**SECTION:** Business Support

**GRADE** PO3

**POST DESIGNATION:** Assistant Business & Transformation Manager

#### Purpose of Job:

The purpose of this role is to support the Business Manager in all areas of Street Services business support functions. The post holder will also be required to deputise in the absence of the Business Manager. Support areas include assistance with the management of budgets totalling £32m, income generation more than £2.5m, IT, training, and HR related support for 440 FTE

Manages up to 10 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

#### Main Duties:

1. To work alongside the Business Manager in the effective management of business support functions within Street Services including people management, recruitment and selection, training, performance, sickness absence and disciplinary matters for 10 FTE staff within the Business Support Team ensuring that the team activities enhance the effectiveness and efficiency of the service
2. To be responsible for the service wide submission of performance data ensuring that service wide data is collated and presented to Senior Management Team in a timely manner.

#### Finance

3. To support the development of annual waste, street cleansing and fleet budgets to reflect Street Services operational structure ensuring that budget working papers are in place to support budget monitoring
4. To support the Business Manager in the development of effective budget monitoring and reporting processes that support budget managers in the monitoring of expenditure, commitments and income within their service area ensuring reconciliation of actual spend against budget working papers bringing variations to the attention of relevant managers

5. To be responsible for collating the service wide monthly financial monitoring report for submission to the Business Manager including detailed spend per service area bring to the attention areas of concern

### HR

6. To ensure the effective maintenance of service wide HR related data, including but not limited to the establishment lists (permanent and agency), recruitment, vacancies, resignations, probations, disciplinary, sickness and all forms of leave
7. To ensure that processes are in place to identify vacancies at the earliest opportunity, that recruitment takes place in a timely manner, all relevant recruitment related paperwork is in place in accordance with corporate policy and procedures
8. To ensure that HR related documents are securely held within the Street Services electronic document record management system (EDRMS) in accordance with GDPR
9. To ensure that processes are in place to support the operational supervisors with HR related issues including but not limited to sickness and disciplinary review meetings and provision of HR related data to facilitate day to day management of their staffing allocation

### Traded Services

10. To support the Business Manager in ensuring that all traded services are delivered at full cost recovery and supporting service level agreements are in place to protect income streams, provide transparency and clarity and service expectations are clear for both parties.
11. To ensure the Commercial Cost Centre is reviewed annually to achieve full cost recovery and is regularly reconciled to reflect accurate traded service income and expenditure and that debt is proactively managed in accordance with corporate processes
12. To support the day-to-day use of the Whitespace commercial system to ensure that it accurately reflects the existing customer base, associated income, service provision and stock assignment
13. To contribute to ensuring that income is received for all traded services, internal or external, and accurate records are maintained including electronic system notes for audit/debt recovery purposes
14. To support the Business Manager with the biennial audit of service provision ensuring charges applied in accordance with the Controlled Waste Regulations (2012) England and Wales

### IT, Digital & Comms

15. To support the day-to-day management of information systems and databases operated within Street Services supporting the Business Manager in system development to reflect the changing need of the service and that updates and new releases are implemented in a controlled manner
16. To work alongside the Business Manager to oversee the security and integrity of the Street Services systems ensuring integration with corporate digital systems where necessary
17. To contribute to effective day to day communication between Street Services and appointed IT system providers ensuring that users are kept informed of changes

that will affect their use and that relevant guidance notes, and supporting training, is in place.

18. To support the Business Manager in liaising with the corporate centre and IT suppliers establishing key lines of communication to ensure effective joint working including supporting the commissioning of software development.
19. To be the focus for the resolution of system failures invoking contract maintenance arrangements where necessary to enable speedy resolution.
20. To contribute to coordinated testing of new systems and new releases of existing systems ensuring that integration aspects are not compromised.
21. To support the Business Manager with actively promoting digital transformation within Street Services to streamline processes and procedures, improve information sharing and statistical performance data and improve customer experience
22. To be coordinate Street Services in-service communications seeking to improve communication, develop and build on digital methods

### Operations

23. To support service wide use of the Street Services Environmental Management System (EMS) ensuring that work queues bringing to the attention of the relevant manager areas of noncompliance within their service area
24. To contribute to the provision of statistical operational data, extracted from the EMS, for inclusion within the Street Services performance monitoring report
25. To support the Business Manager with the revision of operational data to meet the needs of the operational service, including but not limited to revisions for bank holiday working
26. To be the service point of contact for the corporate contact centre ensuring that operational changes/improvements are communicated in a timely manner
27. To undertake any other work appropriate to the level and general nature of the post's duties.
28. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
29. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
30. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
31. You may be required to undertake alternative, additional, or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

**Designation of the Post to which the post-holder normally reports to:**  
Business & Transformation Manager

