



Business Administration Manager
Job Description

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| Grade | SO1 |
| Department | Business Administration Services |
| Line Manager | Customer Relationship Manager |
| Scope | <p>Responsible for leading and managing Customer Service Officers and Exhibits Management Support Officers at designated operational police stations.</p> <p>Effectively monitor and manage service delivery to ensure the highest standards of service are provided to both internal and external customers at all times and that the team are operating to the required Service Level Agreements (SLAs) and Operating Level Agreements (OLAs).</p> <p>To form part of the local Commander’s Senior Management Team (SMT) and provide advice, support and guidance in all related front counter, exhibits and administrative processes.</p> <p>Ensure that all services are managed and delivered in accordance with organisational priorities and in accordance with policies and procedures.</p> <p>Work with the Service Improvement Manager to ensure contracts are appropriately managed and process and procedural changes are successfully implemented.</p> <p><u>Location</u></p> <p>Various Locations (York, Scarborough. Harrogate, Northallerton)</p> <p><u>Working Patterns</u></p> <p>Standard Office Hours</p> |
| Special Conditions | <p>Security vetting procedures for the post (RV)</p> <p>Medical clearance procedures for the post (standard)</p> <p>Occasional requirement to work in different locations</p> <p>Requirement to undertake refresher training as and when required</p> |

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| | <p>POLICE OFFICERS ONLY: Requirement to undertake operational policing duties as instructed / required.</p> |
| <p>Main responsibilities :</p> | <p>Reporting directly to the Customer Relationship Manager, as part of the Business Administration Services SMT, the post holder will be responsible for the day to day delivery and management of effective and efficient customer services within the front counter and administration environment, with specific responsibilities for a nominated command.</p> <p>Business Administration Managers will work in collaboration with their own SMT and the local Command's SMT to lead and manage the team and day to day service delivery, ensuring that the service delivered meets the needs of internal and external customers.</p> <p>Manage and prioritise workload in the event of conflicting priorities or resourcing issues, and in accordance with policies and procedures.</p> <p>Effective management of team's performance, attendance, annual leave, and welfare in accordance with corporate policies.</p> <p>In leading the team, ensure that service delivery adheres to internal control processes and audit requirements, reporting deviations as appropriate and taking remedial action in line with force policy</p> <p>Liaise with Property and Facilities (P&F) District Surveyors, consulting on the development of an annual schedule of planned maintenance, service contracts, minor improvement works and office moves.</p> <p>Manage the delivery of services that support the Health and Safety (H&S) obligations of the department and the Command.</p> <p>Ensure that Lost and Found and Seized Property is managed in accordance with force policies, and that Exhibits are appropriately stored, pending return to owner and that all necessary identification checks are conducted prior to releasing the property.</p> <p>Manage the delivery of Safer Neighbourhood and Community Safety Support services.</p> <p>Implementation, monitoring and reporting of performance targets.</p> <p>Provision of information, analysis and assessment of district performance to aid development of strategy for the Business Administration Services team.</p> |

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| | <p>Ensure compliance with the Devolved Resource Management (DRM) manual in all matters relating to front counter and transactional administrative processes managed by the department.</p> <p>Ensure contracts under the department’s remit are monitored, and all opportunities explored to maximise customer satisfaction, improve processes and deliver cashable efficiencies.</p> <p>To effectively manage and maximize the productivity of all resources and assets under remit to ensure that the all services provided meet customer and organisational needs.</p> <p>This job description indicates the key responsibilities of the post and does not restrict the post holder from performing other duties commensurate with the grade of post.</p> |
| <p>Essential Skills, Experience and Qualifications:</p> | <p><u>Essential</u></p> <p>Significant experience in a complex, customer facing environment.</p> <p>Demonstrate excellent communication, organisational, and people management skills with a proven track record of delivering customer services in a complex business area.</p> <p>An ability to prioritise conflicting demands and allocate resources according to those priorities.</p> <p><u>Desirable</u></p> <p>Degree level qualification or an NVQ (Level 4 or above) in a business/customer service delivery discipline</p> <p>Experience in managing multi-disciplined skills is desirable, but not essential as training would be provided</p> |

Role Title : Business Administration Manager
Date created : 23/11/2015
Date graded: 01/10/2015
Last updated : 13/04/2016

PPF Role Profile NYP Business Administration Manager