

JOB DESCRIPTION: Business Support Manager

Reports to: Regional Control Centre Chief Executive.

Role Purpose

To ensure that the Regional Control Centre (RCC) meets its objectives and service standards by effective and efficient management of the relevant contracts, suppliers and direct reports who provide support to the organisation.

Main Responsibilities

Develops and then ensures timely implementation and ongoing monitoring of the RCC operational strategies, as appropriate to the Business Support functions.

As a member of the RCC Senior Management Team, develops and implements plans to ensure RCC performance against service level standards, within national constraints, and monitors and maintains their effectiveness.

Working with the RCC Chief Executive and Board of Directors, develops and implements policies associated with support functions within the RCC.

Leads in the identification and evaluation of third party providers of support services for RCC operations, managing the procurement process for the selection of preferred contractors for the various business support functions, where these are not provided through the national contracts.

Monitors and evaluates the effectiveness of services provided at a regional level through national contracts, liaises with suppliers where appropriate, provides feedback and recommends corrective action as necessary, reporting as required to the RCC Chief Executive.

Carry out day-to-day management of contracts supporting the RCC (e.g. facilities management, outsourced functions).

Manage directly employed staff effectively and according to organisational policies and legislation, especially equality, diversity, fairness & dignity in the workplace, and health & safety.

Engender a culture of continuous improvement and of excellence amongst support services staff.

Manage financial and physical resources effectively in order to ensure the RCC meets service standards, making and justifying requests for additional resource as appropriate

Liaise with Business Support Managers in other RCCs to monitor and feedback on the effectiveness of national contracts, procurement processes and other initiatives, where appropriate identifying opportunities for improvement, and sharing best practice.

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Participate in tactical meetings with Fire & Rescue Authorities regarding IT & Telecoms management, to ensure that relevant data and systems work effectively across all partner organisations.

In the event of major technical, operational or security incidents, co-ordinate all relevant activities in order to ensure efficient performance and return to normal operating conditions.

Contribute to the development of the annual RCC Capital and Revenue budgets, providing cost, timing and legislative information to support and justify the level of budget requested.

Manage delegated budget responsibilities in line with job role.

Key Performance Indicators

Efficient and effective management of contracts;

Efficient and effective management of any procurement process;

Quality and efficiency of HR, Finance and Administrative Support provided to the RCC;

Quality and efficiency of IT and telecoms support;

Quality and efficiency of RCC security levels;

Quality and efficiency of Facilities Management contract/s;

Achieve RCC performance standards, within delegated budget.

Direct Reports (where directly employed as opposed to contract staff)

HR/Finance personnel;

Administrative staff;

MIS / Data Management Staff;

Any other support staff to the Regional Control Centre as deemed appropriate by East of England Regional Control Centre Limited.

PERSON SPECIFICATION

Demonstrates experience of procurement and contract management at a practical level, including drawing up specifications, showing an understanding of the relevant legislation and financial & resource planning, to deliver against demanding performance standards.

Evidence of having managed a range of support functions, including one or more of the following: Facilities Management, Procurement, Finance, Human Resources, ICT, Property and Asset Management.

Demonstrates leadership skills, showing ability to improve organisational effectiveness and engender a culture of continuous improvement.

Has experience of using analytical skills to forward plan and to make effective, prioritised and timely operational decisions.

Demonstrate effective communication skills, both orally and in writing, which is targeted appropriately for the audience.

Has evidence of substantial experience in working with internal and external stakeholders to achieve outcomes which aid the delivery of performance & quality objectives.

Demonstrates an understanding of effective performance management techniques, and provides evidence of using these within a team and wider organisation.

Demonstrates an understanding of equality and diversity and shows experience of embedding a fair and ethical approach within a team and wider organisation.

Demonstrates an awareness of the needs of a wide variety of stakeholders, including the political interests of the company's directors.