GMCA BOLTON MANCHESTER ROCHDALE STOCKPORT TRAFFORD BURY OLDHAM SALFORD TAMESIDE WIGAN

Team Leader – Organisational Business Support (OBS)

Job Title:	OBS – Team Leader	**Date:**	June 2023
Reporting Line:	OBS Manager	**Salary:**	Grade 5 Grade 6
Team:	OBS	**Business Area:**	OBS

JOB PURPOSE

Contribute and support the development & improvement of all working arrangements within OBS, providing a range of support services that deliver the goals and objectives of the organisation.

To support the OBS Management Team in planning, organising, and developing the Organisational Business Support functions.

This role profile spans two grades with progression opportunities between the grades based on skills and experience. Responsibilities for each grade and expected skills and experience are set out below.

KEY RELATIONSHIPS

- Operational Support teams
- Corporate Support Directorate
- External partner agencies & stakeholders
- General public
- Accountable to the Organisational Business Manager
- Leadership Team (LT)/Middle Managers
- External Training Providers
- Learning and Development Team
- People Services Team
- Training and Development Managers
- Software and ICT/Digital Services (Internal and External)

KEY RESPONSIBILITIES

Team Leader Progression Framework
In addition to demonstrating the GMFRS values, the matrix below sets out the specific expected responsibilities for each of the 2 grade bands of the Team Leader position within OBS (Band 5 and Band 6).

NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

	Team Leader – Organisational Business Support	
	Band 5 (E)	**Band 6 (F)**
Responsibilities		***Band 5 level plus:***
Financial responsibility Awareness of the department budgets and budgetary constraints and credit control process.	**Bury** • Support the running of the BTSC charity shop. • Oversee BTSC bookings to ensure that income generation is processed when applicable. **Areas & Central** • Oversee financial spend on procurement. **Central** (Oversee): • Petroleum and explosive licensing • 3rd party insurance/solicitor interview	• Support procurement approval process. • Regularly audit financial spend and produce management information reports.
Supervisory responsibility Responsible for supervising teams and managing and overseeing workloads in line with organisational requirements.	• Manage the day-to-day work allocation. • Deputise for the Business Support Manager when required. • Support recruitment for workforce within the department. • Monitor, audit and carry out quality checks for all team members.	• First point of contact for people management responsibilities. • First point of contact for pastoral support, which can occasionally be emotionally demanding. • First point of contact for managing conflict.

	Team Leader – Organisational Business Support	
	Band 5 (E)	**Band 6 (F)**
	• Mentoring and ongoing support for all team members. • Workloads - plan and oversee rotas and work schedules. • Conduct 121s with team members as directed by line manager.	• Develop culture within teams of workplace and wider OBS teams - have a responsibility for team environment. • Support organisational change. • Support managers with PRAs. • Responsible for development plans and coaching. • Develop and co-ordinate individuals to support an inclusive and high performing culture within own team.
Training Support development and delivery of policies, processes and procedures directly relating to OBS and other functions.	• Develop processes, guidance notes and training packages that contribute to a shared learning environment that delivers a positive impact on service delivery. • Review skill gaps and analyse all future planning requirements through a training needs analysis (TNA). • Responsible for induction and training of new starters.	• Support development and implementation of Training Needs Analysis. • Responsible for development plans (team and individual). • Responsible for own development.
Physical and Information Resources Responsibility for maintaining information assets / data sources and identifying new data and analytics techniques and assets.	**Central Admin** - Overseeing the issue of Building Security Access and ID cards. **Contact Centre** - HFSA Site. **Protection Specialist** - CRMS (OBS inputted data & reports). **ALL OBS** - Folders, network drives (access/permissions/security). **Areas/Bury TASC** - Responsible for storage, issuing and processes relating to the management of operational training equipment.	

	Team Leader – Organisational Business Support	
	Band 5 (E)	**Band 6 (F)**
	Bury - Firefighter Charity shop. Stock control.	
Organisational Effectiveness Ensuring everything we do is linked to organisational plans and values. Using leadership to continuously improve, innovate and change.	• Maintain an understanding of all OBS activities and functions and provide effective administrative support to minimise the impact on other Directorate staff. • Build and collate clear, accurate management information and policies as required to monitor the performance of the Business Support Department and shape future plans and activities. Supporting policy and process development including report writing, guidance notes and training plans. • Undertake audits of processes and work activities within OBS to improve performance and inform future practice. • Oversee internal processes, ensuring that they are fully integrated and working practices are aligned. Appropriate control mechanisms should be in place to ensure adherence. • Support Business Continuity Management, ensuring compliance, improved performance, and testing of the plan.	• Monitor performance and present findings to key stakeholders.
Relationship management Managing stakeholder relationships to ensure that the needs of customers are met.	• Supporting role in managing stakeholder relationships internally and externally.	• Key point of contact for a number of internal and /or external stakeholder relationships. • Effectively manage relationships/partnerships with team staff to improve knowledge and share good practice to ensure GMFRS delivers upon its core business functions.

	Team Leader – Organisational Business Support	
	Band 5 (E)	**Band 6 (F)**
Project Delivery Project management of projects and trials	• Support the OBS Managers with delivery of Service Delivery and Prevention special projects and trials. Ensure that any training, planning and organising is carried out as appropriate.	• Project management of small-scale projects and trials (less than 3 months duration) from start to completion.
Service Delivery Deliver high quality services. Intelligent problem solving with an outcome focused approach, continuous improvement and value for money to our customers.	• Contribute to the development of OBS, supporting all directorates and area action plans. • Lead on development and system administration of OBS and Prevention & Protection systems. • Responsible for managing, planning and allocating minutes to the Administration and Team Leader teams using a minutes rota. Completion of minutes and debriefs which can be complex and emotionally demanding. • Provide management information reports that support customers in delivering organisational goals. • **Area 3** - Provide resilience for the processing of Home Fire Safety Assessments (HFSAs) to the OBS Contact Centre by supporting the upskilling of OBS administrators. • **Bury** - Responsible for ensuring that BTSC reception is covered during all working hours and support the health and safety of all minors/visitors by being trained in First aid, Fire Marshal and safeguarding. • **Central** - Oversee the processing of Fire Safety Building Regulations, Land Registry searches, Enforcements, Prohibition notices, Firework and Petroleum licensing and Notice of Intention to Prosecute notifications in line with legislative and organisational requirements.	• Complete complex minutes and debriefs as directed by People Team. • Review current working practices looking and documenting ways for improvement, presenting ideas to manager(s). • Lead implementation of a new system.

	Team Leader – Organisational Business Support	
	Band 5 (E)	**Band 6 (F)**
	• **Central** - Responsible for ensuring that FSHQ Reception and Registry is covered during all working hours. • Support implementation of a new system.	

KNOWLEDGE, SKILLS AND EXPERIENCE

Team Leader Progression Framework

The matrix below sets out the expected knowledge, skills and experience for each of the 2 grade bands of the Team Leader position within the OBS Team (Band 5 and Band 6). Employees would be expected to evidence the minimum level of experience and all attributes for all criteria when assessed for the role.

	Team Leader Level	
	Band 5	**Band 6**
Experience:	• Supervisor / team leader experience or level 4 leadership & Management qualification • Experience of providing effective office support service within a busy administrative environment	• Supervisor / team leader experience or level 4 leadership & Management qualification • Experience of providing effective office support service within a busy administrative environment
Skills and knowledge:		***Band 5 level plus:***
Training	• Lead on training. Subject matter expert. • Appreciate the importance of diversity in learning and seek to consider individual learner needs and understand the impact of neurodiverse needs such as Dyslexia, Dyspraxia and Dyscalculia.	• Develop and deliver training packages. • Complete relevant training.
Excellent ICT skills including Microsoft Office Products	• Competent user of Microsoft Office products (including Excel, Word, PowerPoint, SharePoint, Teams)	• Complete advanced IT training packages where appropriate.

	Team Leader Level	
	Band 5	**Band 6**
	• Ability to use corporate data management system to manage customer records. • Maintain a working knowledge of organisational ICT systems and the necessary administration skills to maintain records and information.	
Project management and facilitation skills	• Support the project management of small projects and trials.	• Project Management of small projects from start to completion, including having completed appropriate development/training. • Ability to prioritise and effectively manage expectations. • OBS Lead/Reference holder e.g., schools.
Relationship building and key stakeholder management	• Ability to identify internal and external stakeholders. • Ability to establish effective relationships with internal and external stakeholders and members of the public.	• Ability to lead on work with multiple internal stakeholders.
Customer Service	• Good customer service skills and excellent telephone call handling skills. • Commitment to high standards of customer care and public service. • Ability to support team members with difficult and/or challenging calls and emails.	• Complete relevant Customer Service training packages.
Processes and Quality Management	• Support and evaluate processes and identify improvements to monitor and feedback departmental performance to organisation. • Demonstrate accuracy and attention to detail.	• Understanding of Quality Management System. • Ability to audit Framework and Guidance Notes and complete quality checks.

	Team Leader Level	
	Band 5	**Band 6**
Continuous Improvement	• Recognise the value of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) and the associated inspection process. • Demonstrate effective organisational skills and the ability to implement new systems of working and have a proven ability of meeting tight deadlines. • Take time to understand how change will impact work and how to contribute to success, evaluating how things are working and how change is being embedded	• Awareness and understanding of organisational strategy and delivery plans. • Demonstrate the ability to improve a process or resolve an issue.
Strong interpersonal/communication skills with an attention to detail	• Understand the principles of good report writing and regularly use excel and word. • Good written skills and the ability to produce reports and management information.	• Ability to communicate effectively and adapt style dependent on audience.
People Management & Leadership	• Understand the importance of strong leadership, management and coaching skills and both recognise and challenge inappropriate behaviour. • Appreciate the need to work flexibly and creatively as part of an effective team to develop constructive solutions and support the organisation. • Highly organised and self-motivated with the ability to multitask and prioritise workloads, working accurately and methodically. • Take a proactive approach to dealing with difficult or sensitive situations, influencing others to reach an acceptable solution and look after colleagues, look for behaviours that show someone might be struggling and ensure there is support available.	• Completion of Peoples' Services Leading & Managing Others (MiLearning).

GMFRS Values

To follow and demonstrate the organisations' values at all times.

Our Values are:

- **Respect:** Supporting, involving and listening to others, showing dignity, consideration and empathy

- **Excellence:** Striving to develop, to ensure our contributions make our fire and rescue service the best it can be

- **Honesty:** Committed to creating and maintaining an open and truthful environment, which is fair and consistent

- **Inclusive:** Removing barriers to participation to promote a truly representative service, using diversity to benefit us all

- **Professionalism in our role:** Demonstrating a positive attitude and commitment, to deliver a high-quality service and take pride in our role

Corporate Duties
Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.
Refrain from smoking in any areas of Service premises.
Behave in a manner that ensures the security of property and resources.
Abide by all relevant Service Policies and Procedures.

Records Management/ Data Protection - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.
To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

Health and Safety - All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.

Service Policies - All GMCA employees must observe and adhere to the provisions outlined in these policies.
Equal Opportunities - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background