

JOB DESCRIPTION

JOB DETAILS	
Job Title	Business Support Supervisor
Reports to	Head of Apprenticeships and Education
Band	6
Department/Directorate	People – Learning & Development

JOB PURPOSE
<p>As the Manager of the administrator/finance functions for Apprenticeships and Educational Trust wide, the post holder is responsible for the leadership, delivery and management of a comprehensive business support and administration function supporting managers and staff across Workforce Development and other stakeholders within the Trust.</p> <p>The post holder will manage the education financial systems for the Trust including the Skills and growth Levy, external and internal educational funding streams, ensuring that the Trust is compliant with any associated regulations. Processes will be developed to ensure that the finance will be forecasted, tracked and analysed showing key performance indicators to influence the Trust workforce planning.</p> <p>The post holder is responsible for developing, implementing and maintaining processes and procedures that function well and are fit for purpose to support Workforce Development deliverables in a busy and evolving environment. This includes monitoring the timeliness, consistency and quality of training/funding data used in the collation of monthly compliance reports and ensuring the accurate recording of external/internal learning funding applications/generated income that feed into monthly budget reports, divisional spend statements and, where required, submissions to external bodies. The post holder will liaise with other teams as necessary to ensure problems are investigated and resolved promptly and that action is taken to avoid recurrence.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder has management responsibility for the administrative processes through which staff can apply for funding to access qualifications and internal training and other developmental opportunities and through which spend is recorded, monitored and reported. This includes ensuring comprehensive checks are made on eligibility, the funds being requested are accurate, within legislative and regulatory guidelines, ensuring bookings and payments are made in a timely and accurate manner, learner agreements in place and audited to meet lawful requirements.</p> <p>The post holder leads on the organisation, management and delivery of the Trust's annual non-clinical training calendar that provides staff with a variety of different opportunities (times/venues) to access mandatory/statutory and developmental training. The post holder will liaise with tutors and other providers to ensure the programme is flexible to respond to changing demands. The post holder will identify and act upon any issues that might adversely impact on the delivery of training programmes.</p> <p>The post holder will be the first point of contact for external/internal tutors who provide training within the Trust. This includes sourcing potential suppliers, negotiating fees, facilitating programmes, dates, venues and generating publicity to maximise attendance thereby optimising the investment, and will have responsibility for an overview of spend and supplier terms and conditions of engagement.</p>

The post holder will work with the Training Manager and Assistant Director of Workforce to review training data to identify opportunities to improve training attendance and compliance rates and implement changes in administration processes to achieve this.

The post holder is the key point of contact in the Trust, for customers purchasing places on Trust in-house training courses, ensuring 3rd party invoices are raised accurately and in a timely fashion and records are reconciled against dates provided by the Finance Department

The post holder is a key stakeholder in the Trust's Learning Management System (LMS). In this capacity responsibilities include:

- day to day responsibility for administrative operations of the system, ensuring the integrity of information/data in line with Trust policies
- ensuring Trust staff receive timely and accurate advice in relation to the use and content of the LMS via telephone, Teams, email and in person
- working alongside the LMS Lead to identify the skills and resources that may be required to support major LMS development initiatives and agree how the necessary resources can best be provided
- working collaboratively with the LMS Lead to share ideas for improvements, communicating any concerns and working together to resolve any issues
- engaging with the LMS Lead on all changes to the LMS and development programmes providing input on operational matters, ensuring the Business Support teams receive sufficient information and training about any proposed changes to allow team members to continue to provide timely and accurate end-user support
- working closely with the Workforce Information Systems Team to ensure the accuracy of the data between ESR and the LMS in order to resolve end-user problems in a timely and efficient manner (examples include missing/incorrect emails downloaded to the LMS from ESR, staff attached to incorrect budgets, loading correct increment dates for initial staff appraisals)
- acting as an ambassador to all users of the LMS, promoting the system to staff and external customers. This may also require the post holder to attend internal and external meetings to provide advice and guidance and respond to operational concerns/complaints about the service
- attending demonstrations/meetings with external system providers as directed by the Training Manager and the LMS Lead

The post holder is responsible for ensuring that Trust staff, external suppliers and customers receive excellent standards of customer support and confidentiality across a diverse range of queries via telephone, Teams email and in person which support the Trust's values.

The post holder is responsible for designing and implementing feedback/processes to facilitate the measurement and reporting on training effectiveness, monitoring and reporting on training outcomes, sharing information within Workforce Development and more widely as appropriate.

The post holder will work alongside the Training Manager to support improvement in mandatory attendance/compliance rates and to understand how this can be facilitated this through better future planning.

The post holder will deputise for the Training Manager as required in representing the Bideford based Workforce Development Team at the monthly Heads of Department meetings, managing actions arising and cascading information

The post holder will act as first point of contact for the Bideford Hospital Administrator on site specific issues that will impact Workforce staff, training participants and their visitors.

The post holder is responsible for managing day to day operations of the Learning Development Centres ensuring Health and Safety requirements are met.

The post holder will participate in and contribute to wider Workforce initiatives and Trust projects as required by the Workforce Development leads and/or Assistant Director of Workforce. This will include

promoting Business Support/External Learning capability and understanding the impact of changes on administration teams in order to effect any necessary changes in working practices.

The post holder will prepare e-mails, letters, advertising and training material to a high corporate standard.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

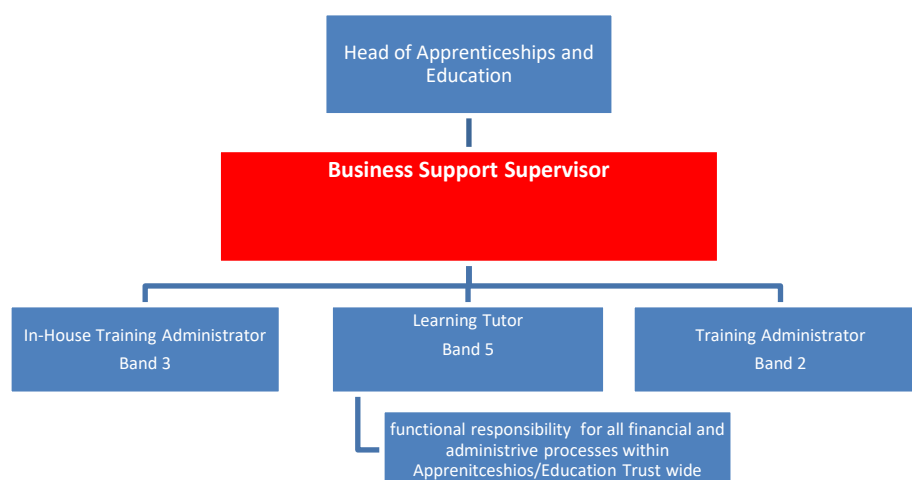
No. of Staff reporting to this role: (If applicable) 5

The post holder is required to deal effectively with staff at all levels throughout the Trust, the wider Healthcare community and external organisations who purchase services from or provide services to the Trust. The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect and open and honest communications. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Workforce Development Training Manager and tutors • LMS Lead • LMS Administrator • Head of Technology Enhanced Learning • Other internal Trust tutors and subject matter experts • Workforce Development team leads • Workforce Information Systems Team • Recruitment • Bank Manager • Service users at all levels within the Trust • Payroll • Procurement 	<ul style="list-style-type: none"> • External training providers • External tutors • External organisations who purchase services from Workforce Development

ORGANISATIONAL CHART



FREEDOM TO ACT

A high level of independence and autonomy is required to deliver own areas of work. Decision making arising from day to day management issues e.g. prioritising work, will be made by the post holder using own initiative although Trust operating procedures can always be referred to. The post holder is expected to be self-managed and be able to make decisions and take action when senior colleagues are not available.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to develop and maintain communications with a wide range of stakeholders, internal and external, as identified above, sharing extensive knowledge and expertise on complex matters including administrative operations, the Trust's LMS, training and compliance and complex financial reporting concerning the levy spend per month, percentage of spend, calculating income and expenditure.

The post holder will provide and receive complex, sensitive or contentious information where persuasive, motivational, negotiating, training, empathetic or re-assurance skills are required. This may be because agreement or co-operation is required or there are barriers to understanding.

Communication will relate to related to relatively straightforward matters on a 1:1 basis or group of people, negotiating with service providers, handling complex queries or complaints. This may involve managing difficult situations such as aggressive or demanding behaviour from end users or resolving difficulties between team members. The post holder is expected to communicate, in a tactful, diplomatic, fair and empathic manner to achieve a positive outcome.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

The post holder will represent Workforce Development and/or deputise for the Head of Apprenticeships and the Apprenticeship Manager at meetings in relation to relevant administrative, planning or funding issues, with Trust staff, customers and service providers as required.

The post holder will be responsible for promoting and communicating training news and events on the Trust's LMS and intranet.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will be expected to exercise a high degree of analysis and judgment required to be able to deal with job/service related facts and situations. Examples typically include analysing data from the Department of Education current/past students and training events and reports to inform decisions about service provision, analysing information from compliance reports to effect appropriate and accurate end-user support and advice, sourcing venues/service providers, allocation of resources to tasks, responding to unplanned change to services, investigating more complex queries escalated by the Business Support teams, investigating anomalies between system data.

The post holder will also analyses and make decisions on funding applications up to £5000 for external training/Apprenticeship opportunities ensuring a fair and consistent approach and challenging applicants and managers where appropriate to do so.

The post holder will also be required to make rapid and accurate assessments of urgent/complex/delicate situations in order to meet deadlines, provide solutions and minimise disruptions. The post holder has the discretion/is trusted to make decisions/act in the absence of senior managers in the department.

The post holder will undertake the collation and analysis of data as required by stakeholder and service providers.

PLANNING/ORGANISATIONAL SKILLS

The post holder will manage his/her own workload.

The post holder will work autonomously to plan and organise the Trust's Apprenticeship training calendar. This requires engagement with and gaining co-operation from key stakeholders and Workforce Development team leaders, co-ordinating internal and external tutors, internal and external venues and other resources to deliver this programme. The post holder will ensure the calendar offers staff a range of date/training opportunities including bespoke/site specific dates in order to maximise participation and compliance rates.

The post-holder will be required to manage and resolve conflicting requirements and demands from participants and service users.

The post holder will manage the resources for publishing the annual training programmes on the Trust's LMS for all apprenticeship/educational training in a timely manner.

The post holder is responsible for planning and organising the administrative tasks within the Apprenticeship and Educational Support teams ensuring that the flow of work is prioritised in order to meet various internal/external deadlines and department objectives.

The post holder must be able to manage and respond to rapidly changing priorities, unpredictable work patterns and interruptions in a calm and organised manner.

The post holder will manage the admin functions around the calendars for multiple internal and externally delivered training and meeting venues and will plan and prioritise usage.

The post holder will participate in Workforce/interdepartmental projects as a Subject Matter Expert or stakeholder for the Apprenticeship compliance administration function and will plan and manage administrative resources to support those projects.

The post holder will plan and organise regular housekeeping of classroom training information and news items on the LMS and destroying documentation in accordance with Trust guidelines

PATIENT/CLIENT CARE

The post holder does not have direct responsibility for patient care. It should be noted however that patients may inadvertently access Workforce training areas and therefore the post holder is responsible for ensuring these spaces comply with Health and Safety regulations and Trust guidelines.

The post holder is responsible for ensuring that external tutors and external visitors using Trust venues are familiar with Health and Safety and safeguarding and security arrangements that are in place at each venue.

In the event of a major incident, the post holder may be required to support the movement of patients/visitors from a building or be involved in communications about the incident to patients

POLICY/SERVICE DEVELOPMENT

The post holder will be responsible for pro-actively developing and implementing new ways of working within the Business Support function in order to improve service provision.

The post holder will pro-actively participate in and support department and/or Trust service improvement initiatives.

The role holder will contribute towards best practice and guidelines for the use of the LMS and other compliance systems used by Workforce Development.

FINANCIAL/PHYSICAL RESOURCES

The post holder has requisitioner access on Unit 4 with authority to approve invoices and orders up to £5000. The post holder is authorised to approve funding applications for external learning up to £5000.

The post holder is responsible for ensuring the Trust receives value for money when determining external services/training and travel provision and services are provided within agreed budgets.

The post holder is accountable for the collection of fees from external customers who attend Trust training.

The post holder is responsible for ensuring direct reports have the necessary equipment and resources required to undertake their duties.

Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the Department and effectively reporting any problems that may arise.

The post-holder is an authorised signatory for timesheets and expenses.

The post holder is responsible for identifying opportunities for cost/performance efficiencies and continuous improvement within the team's activities and in the delivery of Workforce services and in identifying opportunities for external revenue generation.

The post holder is responsible for managing training calendars and equipment at Workforce Development training facilities.

HUMAN RESOURCES

Line management responsibilities include:

- the recruitment and workbased induction of new/transferring staff, leading the team in the day to day delivery of services, prioritisation of staff activities and workloads, undertaking regular 1:1 supervision meetings, staff meetings, objective setting, appraisals and performance management in line with Trust policies
- ensuring regular check-ins with team members to understand and support their health and wellbeing and to take action as appropriate
- identifying and monitoring key performance measures for individuals and the wider team that support the objectives of Workforce Development and Trust values
- ensuring Administrative staff have the skills, knowledge and expertise needed to fulfil their responsibilities
- overseeing and monitoring the quality and timeliness of administration activities
- acting as point of escalation to administration staff with responsibility for managing and responding to complex enquiries and complaints from internal or external parties
- mentoring and coaching junior colleagues

The post holder is expected to lead by example in developing and demonstrating a professional set of behaviours in line with the Trust's values and foster a culture of service improvement:

- ensuring HR policies and procedures are observed and adhered to and followed by Business Support teams

- undertaking and recording appraisals of team members, identifying any skills/knowledge gaps and suggesting how these can be overcome including providing individual coaching
- monitoring and reviewing staff absence, requests for leave and flexible working
- conducting and recording the first informal stages of any disciplinary matter relating to a team member
- carrying out regular team meetings
- acting as a panel member in the recruitment of departmental staff, including the creation job descriptions, person specifications, shortlisting, interviewing, obtaining references and appointing new staff
- acting as point of escalation for the Learning Administration Teams, managing and responding to complex enquiries and complaints from internal or external parties

INFORMATION RESOURCES

The post holder is responsible for the accurate and timely input of data into the Trust's systems including the LMS and ESR by embedding best practice and monitoring compliance, raising and addressing concerns as appropriate.

The post holder has management responsibility for ensuring that applications for funds to attend external training and education are accurately recorded and that reports can be easily and accurately produced to track spend vs budget.

The post holder is accountable for team members' use of and input to personal information on Trust information systems in line with Trust policies for IT usage, security, Information Governance and Data Protection.

The post holder will respond to information and data requests from senior staff in relation to planned training / attendance to ensure informed decisions can be made, for example, when the Trust is in escalation and will respond to freedom of information requests which are within the scope of the role.

The post holder will source and gather information to produce ad hoc reports. The handling of statistical information, financial analysis, recording own information, entering data, using computer software, using excel to analyse, transcribing minutes etc. is required to the level of modifying, maintaining and analysing and presenting information that is meaningful and usable.

The post holder will ensure files and records are stored and retrieved appropriately in accordance with Trust procedures.

The post holder will develop, maintain and disseminate detailed information regarding internal and external resources and training providers.

RESEARCH AND DEVELOPMENT

The post holder will undertake R&D relevant to the role – this might include but is not limited to, for example, undertaking research to compare training provision within other Trusts and other external bodies, researching external training providers and alternative training solutions.

The post holder will undertake user surveys/evaluations to identify service requirements and suggestions for service improvements.

The post holder will participate in and respond to service audits as necessary.

PHYSICAL SKILLS

Advanced keyboard and mouse skills are required, using a wide range of different IT systems and in the manipulation of data for reporting purposes. Accuracy is essential.

PHYSICAL EFFORT

There is a frequent requirement for sitting in a restricted position and use of keyboard and mouse for a substantial proportion of the working time, due to a substantial amount of computer work.

There is occasional requirement for light physical effort for short periods, eg moving furniture, IT equipment and equipment within the office and/or in training venues.

There is an occasional requirement to travel to other Trust sites and external venues to attend meetings.

MENTAL EFFORT

There is a frequent requirement for the post holder to maintain focused concentration for long periods of time analysing data, checking data, planning training events or undertaking other tasks that require high levels of concentration and attention to detail.

There will be frequent interruptions from colleagues and service users via telephone, email and in person.

EMOTIONAL EFFORT

The post holder may be required to deal with complex and sometimes stressful situations involving the administrative team, Workforce staff and service users and will need to demonstrate a high level of personal resilience.

There may be occasional telephone / email contact with staff or colleagues who are frustrated that their particular demands may not be able to be met. The demand is unpredictable.

The post holder is responsible for dealing with such issues in a helpful and professional manner whilst maintaining confidentiality at all times.

WORKING CONDITIONS

Daily use of display screen equipment, for long periods at a time. Occasional driving/travelling between hospital sites and base.

The post holder and members of the team have worked and will continue to work remotely for long periods of time. The post holder is responsible for ensuring they and individual team members are able perform their role in a safe environment and for pro-actively promoting and supporting both physical and mental wellbeing.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Business Support Supervisor
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to post graduate degree level or equivalent demonstrable experience	✓	
Specialist knowledge and experience of administrative and Learner Management System procedures and processes – Acquired through experience and Training		✓
KNOWLEDGE/SKILLS		
Excellent and advanced Excel skills, with the ability to use complex formulae to manipulate and analyse large amounts of data.	✓	
Strong administrative experience and highly developed organisational skills	✓	
Ability to work autonomously without supervision, planning own workload and managing multiple tasks to deadlines with the ability to respond to unpredictable demands	✓	
Ability to administrate and supervise the administration of complex systems and processes	✓	
Excellent knowledge of Microsoft suite of products in particular Word, Excel, and PowerPoint and Outlook	✓	
Excellent communication skills, both written and verbal with people of all levels	✓	
Excellent organisational and prioritisation skills with and ability to work collaboratively and methodically, working flexibly to deadlines whilst maintaining high standards		
Work to a high degree of accuracy and be able to demonstrate attention to detail	✓	
Advanced Keyboard skills	✓	
Excellent interpersonal skills including the ability to motivate, persuade and negotiate	✓	
Able to establish positive working relationships both internally and with suppliers	✓	
Able to produce complex information clearly and accurately	✓	
Ability to undertake critical analysis of problems and develop appropriate solutions		

EXPERIENCE Experience of delivering first class customer service and support Experience of managing a team Experience of delivering change Project management experience Significant experience of Excel and financial systems	✓ ✓ ✓	 ✓ ✓
PERSONAL ATTRIBUTES Approachable, responsive, enthusiastic Self-motivated and proactive Demonstrates high degree of self awareness and willingness to develop skills Demonstrates pragmatism and application of common sense to a range of different situations and problems Strives to achieve excellence in customer service Demonstrates resilience in difficult and challenging situations	✓ ✓ ✓ ✓ ✓ ✓	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	✓ ✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y	✓			
Driving	Y	✓			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				✓
Mental Effort	Y				✓
Emotional Effort	Y				✓
Working in isolation	Y			✓	
Challenging behaviour	Y		✓		