



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE:	Business Partner
Grade:	MG1
Department:	Corporate Services
Location:	Various offices according to the needs of the service
Responsible to:	Principal reporting line to the Director of Corporate Services Secondary reporting line to the service department Director
Responsible for:	Providing strategic commercial and business planning advice to the Director and DMT. Managing the relationship between the service department and corporate support services.
Post number:	tbc
	Date: October 2010

MAIN PURPOSE

- To be the first point of contact for strategic commercial, business planning and business management advice to the Director, Heads of Service and other key managers within the service department.
- To manage the relationship and maintain effective two-way communication between the service department and corporate support services.
- To assure the provision of corporate support services to the department and take action to resolve any problems in delivery or resourcing.
- To be a member of both the Service Department Management Team and the Corporate Services Management Team.
- To represent support services in respect of service provision and corporate policies and other requirements to the Service Department Management Team, and to be the customer representative on the Corporate Services Management Team.

MAIN DUTIES AND RESPONSIBILITIES

- To provide advice to the Council, the Cabinet, Scrutiny Panels, members of the Council, the Chief Executive, the Corporate Management Team (CMT), the service department Management Team and key managers across the authority on commercial, business planning and business management issues relating to the functions of the service department.



- To advise on and co-ordinate business planning for the service areas within the service department, including budget setting, cost control, income generation, performance management, financial monitoring, and risk management.
- To champion corporate transformation, modernisation and improvement programmes within the service department.
- To work proactively with the service department Director and DMT as a critical friend to challenge current arrangements for service delivery and proposals for change; to identify the business issues and cost drivers for services within the department; and to assist management in finding ways to improve customer focus, efficiency and cost effectiveness.
- To work with the service department DMT and key managers to identify the support service needs of the service department, in relation to both ongoing delivery or core support services, and additional requirements as a result of projects, restructuring, major procurement, transformation, or other forms of change.
- To negotiate SLAs for the provision of support services and to assure the delivery of support in accordance with these SLAs; to take action in the event of any failure or problems arising.
- To work with the service department DMT and with support services to broker effective solutions to meet the requirements for additional support as a result of projects, restructuring, major procurement, transformation, or other forms of change.
- To work with DMT and managers within the service department to ensure that relevant departmental policies, systems and procedures are consistent and compliant with corporate requirements, and that common processes are applied to council-wide functions, including in relation to customer contact and consultation, complaints and information management, governance, communications, financial and resource management, procurement, project and programme management, health and safety, risk and business continuity.
- To work with support services managers and the Corporate Services DMT on the development of strategy and business planning for support services.
- To keep abreast of developments in the commercial and business management of service delivery, both in local government and in other sectors, and make proposals to ensure that the functions of the service department operate in accordance with modern good practice.
- To participate in and lead as appropriate, intra and inter departmental working parties, programme and project boards.
- To represent Directors or the Council as appropriate to external bodies.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Director.

**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

POST TITLE: Business Partner
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Qualifications and Experience

- Experience of the provision of commercial and business advice to senior management in a large multi-functional organisation
- Experience of business and resource planning, including risk management
- Proven success in the management of change and problem solving
- Practical experience of management

Skills and Knowledge

- Good grasp of the business principles required to for the management of modern public services
- Broad knowledge of the range of corporate support services and how they can contribute effectively to direct service delivery
- Understanding of the principles of financial and human resources management and how finance and HR professionals work effectively with managers
- Understanding of how business systems work and how technology can be applied to maximise business outputs
- Knowledge of local government services and management practice, including an understanding of the functions of the service department
- Sound commercial acumen and the ability to identify, assess, mitigate and manage business risk
- Excellent interpersonal skills and the ability to work effectively with elected members, partners and colleagues at all levels
- Ability to influence, persuade and negotiate for the successful delivery of outcomes
- Excellent communication and advocacy skills, both orally and in writing
- Excellent numeracy and well-developed analytical skills
- [Tact, diplomacy and resilience]
- Ability to develop, articulate and implement a clear vision for the future of support service provision within LB Merton
- Clear understanding of ways in which the Council's policy of equality in employment and service provision can be reflected in the functions of the department and in corporate support services
- Understanding of the Council's vision and mission statement and how they relate to the work of the department and corporate support services
- Ability to attend evening and weekend meetings as appropriate, and to be available to attend Council premises out of hours in the event of emergencies or urgent management issues

Personal Style and Behaviour



Please refer to LB Merton's Model of Leadership Behaviours (attached).