

Support Services Manager

Salary: Band 10 - £42,838 - £47,181 per annum (pay award pending)

Hours: 37 hours per week. This role is based 5 days per week in the Civic Offices

Contract: Permanent

Reports to: Business Manager

What is the role?

The Support Services Manager manages business support functions across Economy, Transport and Planning, ensuring that operational systems, customer services, workflow processes, finance support and business resources are effective, compliant and responsive to service needs. The role is responsible for delivering efficient support services, managing teams and resources, and providing practical solutions to operational, customer and business issues across the Directorate.

About the Role

You will:

- Lead and manage support teams delivering business, property and professional support services across the Directorate.
- Plan, allocate and prioritise resources to meet operational demand, statutory timescales and service performance targets.
- Oversee workflow systems, financial processes, data management and customer-facing support activities to ensure efficiency, compliance and service quality.
- Develop and improve business processes, operational systems and ways of working to support continuous improvement and better customer outcomes.
- Provide advice and practical recommendations to managers and senior managers on support services resource deployment and support solutions.
- Manage staff performance, development, recruitment and wellbeing, ensuring effective leadership of directly managed teams.
- Maintain effective working relationships with internal services, external customers, contractors, suppliers and partner organisations.
- Ensure work is delivered in line with legislative, contractual, financial and corporate policy requirements, including customer complaints, FOI and data handling obligations.
- Contribute to cross-service efficiencies, service transformation and the effective use of technology and systems.

Who is the person?

The successful post holder will be a confident and adaptable manager with strong organisational awareness and the ability to lead support services in a complex, customer-focused and politically aware environment. They will bring sound judgement, personal resilience and a practical, evidence-based approach to problem solving, with the confidence to develop improved ways of working.

In addition, the successful candidate will possess:

- Strong leadership and people management skills, with the ability to motivate, develop and support teams.
- Excellent communication and interpersonal skills, with the ability to influence, negotiate and build credibility with colleagues, customers, partners and senior stakeholders.



- Commitment to continuous improvement, with the creativity and confidence to redesign processes and introduce better ways of working.

Skills:

- Commercially aware and customer focused, with a strong understanding of service performance, value for money and operational delivery.
- Analytical and solution focused, able to interpret complex information, assess risks and make sound decisions in a busy environment.
- Organised and responsive, able to balance competing priorities, manage resources effectively and deliver to deadlines.
- Comfortable working with autonomy within broad policy and legislative frameworks, while knowing when to seek advice or escalate issues.
- Resilient and professional, able to deal calmly with challenging, sensitive or confrontational situations.
- Strong personal integrity, with the ability to handle confidential and commercially sensitive information appropriately.
- Digitally confident, with good working knowledge of business systems and Microsoft 365 tools.

Additional information

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

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