

Job Description

Strategic Business Manager

Reference:

Date: February 2025

Job Family: Job Family: Strategy & Transformation

Level: 3

Band: 10

Career Track: Technical, Professional & Management

Job Purpose

This senior role operates as a strategic partner within the Transformation and Resource Directorate, providing high-level business management leadership to an assigned Directorate. The post holder will shape and influence strategic priorities, ensuring alignment with corporate objectives and driving organisational transformation. Acting as a trusted advisor to Executive Directors and Directorate Management Teams, the role will lead on integrating enabling functions (People & Culture, Finance, Procurement, Digital & IT, Legal) into directorate strategies, ensuring robust governance, financial sustainability, and performance excellence.

The Business Manager will champion innovation, optimise resources, and lead cross-functional initiatives that deliver measurable improvements in service outcomes, efficiency, and value for money

Service Purpose

To enable Directorates to achieve Council-wide strategic objectives by embedding best practice in business management, fostering collaboration across enabling functions, and leading initiatives that deliver organisational resilience, transformation, and continuous improvement.

Duties and Responsibilities

Strategic Planning and Governance

- Lead the development and implementation of directorate business strategies aligned with corporate priorities and statutory obligations.
- Drive strategic planning processes, ensuring integration with the Planning, Performance & Accountability Framework.
- Provide expert advice on governance, compliance, and risk management, influencing decision-making at senior levels.
- Shape and monitor business continuity and resilience strategies across the Directorate.

Business Liaison and Relationship Management

- Act as a senior interface between the Directorate and enabling functions, ensuring strategic alignment and collaborative delivery of Council objectives.
- Influence and negotiate with internal and external stakeholders to secure outcomes that optimise service performance and resource utilisation.
- Represent the Directorate in corporate forums, contributing to Council-wide policy development and strategic initiatives
- Assist with financial planning, budget allocation, and resource optimisation, liaising with Finance and Procurement teams as required.

Transformation & Continuous Improvement

- Drive organisational change by leading cross-functional transformation projects that deliver efficiency, innovation, and improved service outcomes.
- Champion process redesign and digital enablement to enhance operational effectiveness and customer experience.
- Establish performance metrics and benchmarking to inform strategic decision-making and continuous improvement.

Performance Reporting & Insight

- Produce high-quality strategic reports and business cases for Cabinet, Committees, and senior leadership, providing evidence-based recommendations.
- Utilise data analytics and insight to shape policy, inform investment decisions, and monitor impact against strategic objectives.

Person Specification

Professional and Technical Requirements

Qualifications

- Relevant degree, professional qualification and / or significant experience in Business Administration or a related field or significant equivalent experience in a business manager role within a large organisation, ideally local government.

Knowledge, Experience and Skills

- Extensive experience in a strategic business management or partnership role within a large organisation, ideally local government or public sector.
- Proven track record of successfully acting as a senior interface between operational directorates and corporate enabling functions (e.g. HR, Finance, Procurement, IT and Legal).
- Demonstrable experience in supporting the development and implementation of strategic plans and continuous improvement initiatives.
- Proven experience in contributing to, cross-functional strategic projects and programmes.
- Strong understanding of local government structures, priorities, and challenges.
- Experience in analysing data from a range of sources, including key performance indicators and benchmarking metrics.
- Experience of working with a diverse range of stakeholders, including senior managers and external agencies.
- Strong project and programme management skills and experience
- Proficiency in using data analysis tools and presenting information clearly and concisely, both verbally and in writing.
- Proficiency in Microsoft Office Suite and other relevant business management software.

Core Competency Requirements

- **Communication:** Communicates across services to influence outcomes. Adapts style across organisational contexts and manages sensitive communications.
- **Collaboration:** Facilitates collaboration across teams, services, and external partners to deliver joined-up solutions.
- **Service Delivery:** Aligns delivery with strategic priorities and maintains high performance. Improves services using innovation and effective use of resources to deliver value for money.
- **Decision-Making:** Balances risk and impact in decision-making across teams or projects.
- **Digital & Data Literacy:** Uses digital systems to manage performance and inform decisions. Applies ethical judgement and explores new data sources. Analyses complex data to improve service outcomes.
- **Adaptability:** Leads teams through change using structured approaches that support clarity and resilience. Builds team cohesion and sustains service culture during transitions.
- **Problem-Solving:** Enables collaborative problem-solving and challenges existing practices to address cross-service challenges.
- **Community & Customer Focus:** Applies community insight and customer feedback to shape responsive and inclusive services.
- **Leadership:** Aligns team capability and resources to deliver meaningful outcomes. Leads projects and services within areas of expertise and across disciplines.

Strengths

Strategic - You look at the big picture. You consider the wider factors and long-term implications of decisions.

Influencer - You influence others, you articulate the rationale to gain their agreement.

Organiser - You make plans and are well prepared. You seek to maximise time and productivity.

Analytical - You seek and analyse information to inform your decisions, based on the best available evidence.

Relationship Builder - You quickly establish mutual respect and trust, building long lasting relationships with others.

Desirable