

Matched Job Report

Job Title	Assistant Support Services Manager
Job ID	Z1100/BHSCT/NP/PCSS/002
Score	342
Band	Band 5
Status	Band Matched
Matched To	Support Service Officer
Job Statement	<ol style="list-style-type: none"> 1. Assist the Support Manager in the Delivery of Ancilliary Support Services to agreed standards. 2. Manages an Ancilliary Team of Staff. 3. Support the Tendering and Contract Adjudication Process. 4. Monitors expenditure Pay and Non Pay.

Relevant Job Information	National Profile	Profile	Factor Status	Score
1. Communication & Relationship Skills				
Communicates with staff, outside agencies, statutory/enforcement bodies. Persuasion required.	4a	4	Matched	32
2. Knowledge, Training & Experience				
1. A relevant University Degree which is Hospitality Management related or a recognised professional qualification or higher qualification AND a minimum of 1 years' experience in paid employment working in a role involving relevant ancilliary support services in a complex organisation at supervisory level. OR HNC/HND or equivalent/higher qualification which is Hospitality Management related AND a minimum of 2 years' experience in paid employment working in a role involving relevant ancilliary support services in a complex organisation at supervisory level. OR A minimum of 4 years' experience in paid employment working in a role involving relevant ancilliary support services in a complex organisation at supervisory level. 2. Evidence of experience in staff management at supervisory level for a minimum period of at least 6 months. 3. Have a working knowledge of the specific legislative and/or the technical requirements of the ancilliary support service post applied for. 4. Effective planning and organisational skills with an ability to prioritise own workload. 5. Effective communication skills to meet the needs of the post. 6. Ability to effectively lead and manage a team. 7. Ability to work as part of a Team whilst using own initiative. 8. Experience of budgetary management including both pay and non-pay expenditure. 9. Access to means of transport that meets the requirements of the post.	5	5	Matched	120
3. Analytical & Judgemental Skills				
Judgements on technical and contract issues.	3	3	Matched	27
4. Planning & Organisational Skills				
Plans delivery of services. Contributes to the Business Planning Process.	3	3	Matched	27
5. Physical Skills				
Standard keyboard skills, office equipment.	2	2	Matched	15
6. Patient / Client Care				
Incidental contact with patients.	1	1	Matched	4
7. Policy & Service				
Identifies opportunities for service improvement, implements remedial measures. Formulates SOPs.	2-3	2	Matched	12
8. Financial & Physical				

Delegated budgetary responsibilities. Monitors pay and non pay expenditure.	3abde	3	Matched	21
9. Human Resources				
Day to day management of team.	2ac-3ac	3	Matched	21
10. Information Resources				
Collates departmental information.	1-2ab	2	Matched	9
11. Research & Development				
Carries out surveys as required.	1-2a	1	Matched	5
12. Freedom To Act				
Works within organisational policy. Work is managed.	3-4	3	Matched	21
13. Physical Effort				
Light physical effort, generally office based.	2ac-3b-4bc	1	Variation	3
14. Mental Effort				
Frequent requirement for concentration, work pattern in main predictable.	2a-3a	2	Matched	7
15. Emotional Effort				
Occasional exposure to distressing staff issues.	1a-2a	2	Matched	11
16. Working Conditions				
Occasional exposure to unpleasant working conditions.	2a-3ab	2	Matched	7