



MCA ROLE PROFILE

1. JOB DETAILS

Role Title	Business Unit Support Manager		
Location	Spring Place, Southampton	Grade	EO
Directorate	UK Maritime Services	Reports To	Head of UKMS Business Unit
Direct Reports	1	Indirect Reports	0

Context

The Business Unit ensures a cohesive, consistent and joined up approach across the UK Maritime Services Directorate, in support of our business planning, financial & resource management, risk management and the business of UKMS meetings including Management Board meetings. It produces co-ordinated & monitored Business Plans, KPI & Customer Service tracking and the Directorate Risk Register. The Business Unit also acts as a Focal Point for other Government initiatives such as FOIA enquiries and is the central co-ordination, and communication point for the Directorate.

Role Purpose

To support the Head of the UKMS Business Unit by managing the day to day business of the Business Unit. Collate and manage finance, planning and management information in support of the Director and UKMS Management Board. Oversee the provision of a comprehensive support service to the Director.

Key Responsibilities

UKMS Management Board

Provide a Secretariat Service for the UKMS Management Board and other meetings including:

- Preparation and distribution of agenda and papers ensuring papers are issued ahead of time to allow members adequate time to prepare for the meetings.
- Attend Management Board meetings to take minutes and action points, circulating to Board members in a timely manner after the meeting and tracking progress of action points.

Finance

Manage and monitor the 'UKMS Business Unit cost centres including:

- Preparing yearly budget bid, completing monthly finance returns and monthly and year end accruals and prepayments.
- Upload and Approve Finance tasks on the Shared Services system ensuring accurate cost centres and account codes are used

Risk Management

- Responsible for ensuring the UKMS Risk Register is kept updated and liaising with UKMS Risk Owners ahead of the UKMS Management Board meetings to ensure risk information is accurate.
- Note the actions and updates from the Risk Agenda item at the UKMS Management Board, ensure Risks are updated following the meetings and track progress of any action points relating to the Risk Register.

Business Planning & Reporting Management

- Responsible for the collation of monthly and quarterly management information/statistics including ensuring the UKMS objectives in the MCA Internal Business Plan are updated quarterly.
- Organisation and co-ordination of the UKMS Work and Budget spreadsheets across the Directorate as part of the Budget bidding rounds.

Customer Satisfaction Survey Monitoring

- Monitor the issuing of Customer Satisfaction Surveys either by email or to the third-party call centre, compile responses and provide statistical analysis of the responses for the Directorate report.

Communication

- Act as the UKMS FOI co-ordinator to monitor and manage the co-ordination of Freedom of Information Act requests. Ensure requests are passed to the appropriate branch to respond and track progress to ensure response is sent within the required deadline.
- Responsible for producing the UKMS Newsletter, including requesting information, providing a first draft and publishing the final edition.
- Responsible for overseeing the management of the UKMS Business Unit email in box.
 - Manage the UKMS Team Site pages to ensure information remains relevant and up to date and the Directorate Engagement page on the intranet front page is updated.
- Conduct the annual review of the 'UKMS Business Unit - Business Continuity Plan' and provide return to Office of the Chairman and the Chief Executive.

Line Management Responsibilities

- Act as line manager to the UKMS Business Unit Support Officer and oversee the day to day tasks of the Business Unit to ensure the provision of a comprehensive support service including diary management and preparation of briefing materials/ papers for the Director.

Key Stakeholders

Who:	Why:
Director of UK Maritime Services	Oversee the provision of a comprehensive support service
UK Maritime Services Management Board	To provide a comprehensive secretariat service for MB meetings and provision of Management Information
Other Directors in the MCA	To provide finance and other Management Information
UKMS Colleagues	Provision of support and guidance

2. BEHAVIOURS AND TECHNICAL COMPETENCIES FOR RECRUITMENT, SELECTION AND PERFORMANCE

Key Civil Service Behaviours	Level
Delivering at Pace	2
Working Together	2
Changing and Improving	2
Making Effective Decisions	2
Communicating and Influencing	2
Seeing the Big Picture	2

Technical Competencies / or Professions - where applicable

Area of Skill/Knowledge	Framework	Level

Level definitions for technical competency or professions

Level 0 - **No knowledge required.**

Level 1 - **Overview knowledge, an appreciation of the subject.** The jobholder needs to have knowledge of the key principles but is not expected to apply the knowledge in detail.

Level 2 - **Basic knowledge and experience.** The jobholder has to have a good grasp of the fundamentals of the areas of knowledge but needs to refer to other sources for detailed information when required to deal with other than the most straightforward situations. Supervision and guidance from more experienced colleagues is expected.

Level 3 - **Detailed knowledge with more experience.** The job holder needs to have built on basic knowledge and experience of a range of applications and deals with the majority of situations encountered on own initiative.

Level 4 - **Specialist.** The job holder needs to consistently apply a detailed knowledge and experience and is an acknowledged source of guidance and advice in the most difficult and complex areas.

3. MCA VALUES

- All roles are expected to at all times behave in accordance with these

Safety	<p>We lead by example in promoting safe working practices that protect our people, our assets and all those at work or leisure in the maritime environment.</p> <p>We embed safety awareness in our own culture and through partnership working, education and regulation.</p>
Professionalism	<p>We take personal responsibility and accountability for team excellence, learning, innovation and the sharing of best practice.</p> <p>We apply our knowledge and skills consistently and impartially.</p> <p>We are committed to improving performance through continuous professional development.</p>
Trust	<p>Trust underpins everything we do.</p> <p>We behave in an honest, considered and consultative manner and can be relied on to honour and deliver our commitments.</p>
Respect	<p>We treat everyone fairly and with dignity.</p> <p>We encourage and value everyone's contribution</p> <p>We will not tolerate bullying and harassment.</p>

4. ESSENTIAL MINIMUM QUALIFICATIONS AND OTHER SPECIFIC REQUIREMENTS

Essential minimum criteria

Demonstrable knowledge of and experience in the use of Microsoft Office packages including Word and Excel.

Ability to prioritise and recognise changing priorities and effectively plan and organise workloads accordingly.

Experience of working with senior managers and stakeholders at all levels

Experience of taking meeting minutes and action points, circulating in a timely manner and tracking the progress of action points.

Experience of collating and managing management information

The role requires security clearance (approved by the Head of Information Assurance) Yes

and/or Criminal Record Bureau clearance Yes

Special Features of the role (working hours/health standards, etc.)

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Date Authorised	<u> 05-Nov-2020 </u>	Review date	<u> 05-Nov-2021 </u>

HR APPROVAL

Role Profile approved by Human Resources?

Yes

Approved by

Emma Porter

Date Approved

10-Nov-2020