

Job Description

JOB TITLE	Business Support Manager
RESPONSIBLE TO	Chief Executive Officer
SALARY / GRADE	£35,000 - £40,000
HOURS	35 hr/wk – flexible
LOCATION	Westburn Centre, 175 Dalrymple Street, Greenock PA15 1JZ
	This contract is offered initially for one year, with the expectation of continuation dependant on future funding.

JOB PURPOSE

To manage the day to day business operations of the organisation – Finance, HR, Facilities, Data & Digital and supplier management – to ensure that our projects and services are operating effectively and efficiently to meet our purpose and objectives and the overall operational health of the organisation.

To support the setting up and maintenance of systems and procedures that will ensure the effective management and development of the organisation.

To participate in the senior management team and contribute to ongoing strategy and business planning of the organisation.

KEY TASKS

- Manage the finance team to ensure financial procedures are implemented to deliver an effective day to day finance function for the organisation.
- Manage the HR assistant to ensure that all people focused policies and procedures are effectively and fairly implemented.
- Co-ordinate the work of the Health & Safety Manager and other managers to provide a facilities management function across Trust sites.
- Manage to the work of the IT Co-ordinator and collaborate with others in the organisation to ensure that our data and digital capabilities provide our teams with the required tools to deliver their work.
- Manage relationships with suppliers and contractors across all areas of business operations.
- Review, develop and implement systems and procedures in each business area to improve efficiency and effectiveness.
- Prepare and present accurate reports on each area of business operations to enable risk management, development opportunities, compliance and quality assurance.
- Operate as an effective member of the senior management team, providing operational leadership and management to the organisation.
- Contribute to the development and delivery of annual business plans and reviewing the progress of their delivery.
- Contribute to the development and delivery of an organisational strategy, based on the principles of an effective community development trust.

- Other relevant duties may be required from time to time.

PERSON SPECIFICATION

ESSENTIAL KNOWLEDGE / SKILLS / EXPERIENCE

Knowledge:

- Degree in relevant area and/or Finance qualification.
- Sound practical understanding of relevant good practice, legislation and compliance for the operational functions of a charity and registered company.

Skills:

- High numeracy and sound technical skills in preparing accrual based management accounts.
- Reviewing financial reports, monitoring accounts, and preparing activity reports and financial forecasts.
- Good communication skills, including the ability to communicate with individuals and groups using a variety of methods.
- Approachability and an ability to engage and enthuse others to build effective working relationships.
- Planning, problem solving and decision making to enable effective delivery of services.
- Staff and team management, including appropriate approaches to coaching, motivating and delegation.
- Ability to work as an effective member of the senior management team.
- Strong ICT skills and good knowledge of Microsoft Office365 applications.

Experience:

- Managing business operations including finance, HR, facilities, and IT functions.
- Financial planning, monitoring, reporting and cost control.
- Managing the delivery of people focused policies and procedures.
- Relevant and practical experience in the charity sector or community based organisation.
- Analytical with excellent IT, reporting and database skills and have sound financial literacy and numerical skills.

DESIRABLE KNOWLEDGE / SKILLS / EXPERIENCE

- Demonstrable leadership skills.
- Experience of managing large and complex contracts.

Line Management / Reporting:

This post reports to:	Chief Executive
This post line manages:	Senior Finance Officer
	Finance Officer x2
	Compliance Officer
	Personnel Officer
	IT Co-ordinator
	Health & Safety Officer

Line management responsibilities will change over time as the Trust re-aligns staff teams to suit future strategy. *