

**Position: - Business Support Manager**

<b>Job Title:</b>	Business Support Manager
<b>Hours:</b>	Full and part time positions, You will also be required to attend staff meetings throughout the business year
<b>Contract Type:</b>	Permanent/Temporary
<b>Salary:</b>	Up to £42,000 depending on experience and qualification
<b>Responsible to:</b>	Business Manager

**Job Description:**

- Supervise the team of business support staff
- Responsible for providing quality service for facilities management
- Work with the management team on fiscal strategic planning
- Coordinate project development surveys
- Look into the legal obligations relating to contractual relationships with client and ensure that the obligations are met
- Work in partnership with other management team members to ascertain and carry out needs of technical nature and precedence of the business
- Provide guidance and financial planning to the business
- Provide documentation support, procedure, and financial initiatives for the business
- Responsible for the administration of the business unit
- Support the budget, the auditing process, the training, and the coordination of projects

**General Main Duties and Responsibilities:**

- Responsible for monitoring the company's daily operations, ensuring the efficiency of the staff's performance to provide the highest quality services for the clients and customers.
- Coordinate with the company's business partners and inform them of any updates on business growth and development, including the techniques that the company takes to lead the market's competitiveness.
- To identify business opportunities according to industry trends and data analysis that would generate more revenue resources for the business and increase profits.
- Assist in implementation of policies
- Lead and assist with booking of events, travel and where appropriate record minutes and capture key actions for the team.
- Oversee the maintenance and development of old and new processes across the business, ensuring that all colleagues are trained and compliant in all areas
- Prepare routine and ad-hoc reports, presentations, ensuring stakeholders receive relevant accurate and timely information
- Maintain positive relations with colleagues, providers and customers
- Have oversight of all administrative responsibilities, including Customer Care and Admin support function
- Have strong communication and interpersonal skills and the ability to build effective working relationships
- Have excellent people management skills
- Have the ability to work independently with minimal supervision
- Be proficient in IT, particularly Microsoft Office - Outlook and Excel
- Have a good use of intuition and problem-solving skills for productive outcomes
- Have the proven ability to maintain high standards of decision making in a fast-paced changeable environment

**Business Support Manager – Personal Specification**

	<b>Essential:</b>	<b>Desirable:</b>
<b>Qualification:</b>	<ul style="list-style-type: none"> <li>• Educated to A-level or equivalent</li> <li>• GCSEs grades 9 to 4 (A* to C) in maths, English and IT.</li> </ul>	<ul style="list-style-type: none"> <li>• Substantial experience of office administration and management</li> <li>• Experience of budgetary and financial processes with strong numeracy and data analysis skills</li> <li>• Experience of HR administration, including recruitment</li> </ul>
<b>Skills, Knowledge, Aptitude &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Highly numerate and able to analyze data and statistics.</li> <li>• Strong ability in business support role and/or in office management role</li> <li>• Business management expertise and experience</li> <li>• Expertise in the use of modern technologies</li> <li>• Ability to coordinate business development research</li> <li>• Strong skills in working with people and human resource management</li> <li>• Ability to support opportunities on business development</li> <li>• Ability to evaluate, appraise, cost, and consider business risks</li> <li>• Ability to develop business promotional plans and pursue them to completion</li> <li>• Expertise in training and developing of staff</li> <li>• Strong ability to deliver presentation</li> <li>• Ability to work with a team and under own initiative</li> <li>• Ability to review the procedure for support and to pinpoint opportunities to develop the efficiency of business</li> <li>• Effectiveness in time management and the organization of staff</li> <li>• Efficiency in communicating complex information to staff at different levels</li> <li>• Ability to handle sensitive business information</li> <li>• Excellent written and verbal communication skills. • Proven time management and prioritization skills.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Proven attention to detail and ability to work on a variety of tasks simultaneously.</li> <li>• A commitment to continuing professional development.</li> </ul>	
<b>Physical:</b>	<ul style="list-style-type: none"> <li>• Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995</li> </ul>	
<b>Personal Qualities:</b>	<ul style="list-style-type: none"> <li>• Effective partner management – internal and external at all levels.</li> <li>• Strong communication skills – verbal and written.</li> <li>• Planning and organisation with an ability to manage a broad range of tasks at any one time.</li> <li>• High level of attention to detail with the ability to produce high quality work.</li> <li>• Organised approach to work methodically, accurately with attention to detail.</li> <li>• Able to maintain confidentiality when dealing with sensitive information.</li> <li>• Ability to listen to everyone and value the personal experiences of people in our communities and of each other.</li> </ul>	

**The setting is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. A full-enhanced Disclosure & Barring Service (DBS) and a pre employment health check will be obtained prior employment including satisfactory references checks.**

**You may contact us at:**

**Placing People Direct**

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