

Job Profile

JOB TITLE:

Business Support Manager

REPORTS TO:

Director of Operations

JOB PURPOSE:

The Business Support Manager (BSM) will manage the business support function within the Operations directorate ensuring it provides an effective and high-quality administrative support responsive to the needs of services and service leaders. The BSM will provide confidential PA and project support to the Director of Operations.

DIMENSIONS:

Direct Reports: Business Support Team of six (including one senior)

INTERNAL AND EXTERNAL CONTACTS:

The role requires regular engagement with the Business Support Team, managers across the Operations directorate and colleagues in enabling functions. It will also involve contact with external stakeholders where required, particularly in providing direct support to the Director of Operations.

OVERALL ACCOUNTABILITIES:**Planning and prioritisation**

- Develop and maintain a clear understanding of the administrative and business support needs across the Operations directorate.
- Work with operational leaders to agree priorities, service levels and ways of working for the Business Support Team.
- Plan and allocate resources effectively, identifying gaps, risks and opportunities to improve the quality and consistency of support.
- Maintain efficient processes and ensure they are consistently applied, reviewed and improved where needed.

Date:

Business Support Team management

- Lead and manage the Business Support Team, setting clear expectations and ensuring work is prioritised and delivered in a timely and effective way.
- Provide supervision, direction, coaching and support to enable team members to perform well and develop in their roles.
- Monitor workload, performance and service levels, taking action to address issues and escalating matters where appropriate.
- Ensure systems, records and information are managed accurately, confidentially and in line with organisational policies and procedures.
- Report regularly on team performance, service levels, risks and improvement activity to the Director of Operations.

Support to the Director of Operations

- Provide confidential PA and administrative support to the Director of Operations, helping to maximise their time and effectiveness.
- Manage diary, email, meetings, travel and related arrangements as agreed with the Director.
- Coordinate papers, agendas, minutes and actions for meetings, ensuring follow-up is completed in a timely way.
- Support recruitment, onboarding, projects and specific tasks linked to the Director's responsibilities.
- Maintain stewardship of the directorate's risk register.
- Facilitate effective information flow between the Director, operational leaders and other colleagues, maintaining confidentiality where required.

Collaboration and continuous improvement

- Build effective working relationships across Operations and with enabling functions to support smooth delivery of directorate priorities.
- Contribute to shared learning, good practice and continuous improvement across business support functions.
- Undertake other duties appropriate to the role and grade, in agreement with the Director of Operations.

Person Specification – Essential Criteria

- Significant experience managing a business support, PA, administrative or operations support team.
- Experience of supporting a senior leader/director in a confidential PA or business management capacity.
- Experience of developing, improving and monitoring administrative processes or service standards.
- Experience of using management information, workload data or service metrics to report on performance and improve delivery.
- Experience of handling sensitive/confidential information with sound judgement and discretion.

Qualifications/ Knowledge

- Management of people and process – to achieve service levels both individually and as a team.
- Organisational skills – planning, managing and monitoring own and others' workloads.
- Time management skills – responding to and prioritising a range of competing demands.
- Excellent communication skills – able to communicate orally and in writing clearly and accurately.
- IT literate. Experience of using Microsoft 365 applications including Outlook, Excel, PowerPoint, Word and Teams as well as using finance and HR systems.
- Problem solving skills – understand complex problems and quickly identify solutions.

Experience

- Substantive management/team leader experience in an admin/business support function
- Managing multiple workstreams concurrently
- Providing administrative support to senior managers/directors

Circumstances

- Home-based with regular travel to London office
- Able to attend meetings and events outside of normal working hours/location if required.

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.

Date: