

BUSINESS MANAGER JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: Business Manager

Reporting to: CEO

Location: Home Based with travel to Woking, Surrey, and surrounds for some meetings and Sessions

Contract: Permanent, 0.8 - Full-time (negotiable based on candidate profile)

Salary: £33.5k per annum pro rata

About Us:

Appeer is a Community Interest Company (CIC) set up to deliver services that support autistic girls and women (and those assigned female at birth) to connect with peers, to develop their life/work skills and to support their wellbeing. We provide in person and online activity groups and programmes, alternative provision, events and resources for those in the community that we serve, their parents/carers and other professionals. We are not a therapeutic setting and as such do not offer clinical support or 1:1 supervision. We were established in 2019 and have since grown rapidly from a small startup to a robust small-medium enterprise with a turnover of £250k and serving well over 400 beneficiaries a year.

All our work is firmly rooted in a 'positive peer approach', providing an enjoyable, pressure-free and beneficiary-centred space for connecting with others and exploring interests and hobbies in a place they can truly be themselves. We also facilitate light touch exploration of autism and the discovery and sharing of helpful tools and approaches for navigating the neurodivergent experience.

Our aim is to safeguard and enhance our beneficiaries' wellbeing, build on their strengths, foster peer support and social networks and promote a positive outlook, whilst never dismissing the challenges they may face. We categorically reject a deficit-based view of neurodivergence and work on the basis that all brains are different and deserve equal respect, freedom and scope for expression.

Appeer is led by lived-experience staff and volunteers, and we strive to maintain an inclusive, supportive and creative working environment where everyone feels supported to do their best.

Job Summary:

We are seeking an experienced and dynamic Business Manager to oversee the day-to-day operations of the CIC delivering the business support services which underpin the strategic growth of our organisation. The Business Manager will be responsible for financial management, operational efficiency, HR, and ensuring compliance with relevant regulations. This role requires a

proactive individual with excellent leadership, communication, and organisational skills. As a member of the Senior Management Team they will contribute to Appeer's strategic and operational plans and will on occasion deputise (alongside the Engagement Manager) for the CEO. See detailed job description and person specification.

Application Process:

Interested candidates are invited to submit a CV and cover letter outlining their interest, suitability and vision for the role to directors@appeer.org.uk by 5pm on 12th August 2024. We encourage early application as we reserve the right to close the application window sooner than 12th August 2024 if a suitable shortlist of candidates has been identified.

Appeer is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are also committed to ensuring a fair and equitable recruitment process for all vacancies. Please let us know if you require any reasonable accommodations in order to effectively access the recruitment process.

If you would like any further information about the role or application process, please contact: claire@appeer.org.uk who may arrange a conversation with the CEO or a director with you.

This job is subject to a criminal records check with the Disclosure and Barring Service.

BUSINESS MANAGER KEY RESPONSIBILITIES

Operational Management:

- Oversee daily operations, ensuring services are delivered efficiently and effectively
- Develop and implement operational policies and procedures to enhance service delivery and to comply with stakeholder contracts and agreements and all relevant regulations and legal requirements.
- Oversee programme administration processes to ensure the efficient management of these areas
- Monitor and evaluate the performance of services and programmes with the Management Team. Coordinate the delivery of effective Management Information and analysis of Appeer operations for regular review by the CEO and Board
- Ensure all necessary IT software, hardware and resources across the organisation are implemented and managed well, securely and up-to-date.

Financial and Funding Management:

- Oversee financial reporting, including monthly management accounts, and ensure compliance with financial regulations with Financial Manager
- Support the Board of Directors and Finance Committee with financial reporting, analysis and financial and sustainability strategy development for the organisation with Financial Manager
- Identify and pursue funding opportunities, including grants, donations, and partnerships; manage funding relationships and grant monitoring and reporting with CEO and internal staff
- Manage external supplier contracts and relationships: ensuring contracts, insurances, subscriptions and rentals/hires are maintained to ensure continuity of cover/use and offer best value for the organisation

HR Management:

- Oversee the management of HR across the organisation, advising on the strategic recruitment, management and development of staff and volunteers
- Responsible for the coordination of recruitment, induction and training of new recruits
- Provide 'business partner' HR support to Line Managers
- Coordinate Appeer's process of regular performance and reward reviews and coordinate a programme of ongoing training and development opportunities
- Ensure compliance with HR policies and employment legislation and that employment contracts and the Employee Handbook are kept under ongoing review
- Ensure best practice delivery of employment practices in line with Appeer's values
- Line manage the Admin Officer, Finance Manager and Designated Safeguarding Lead

Strategic Planning:

- Work with the CEO to develop and implement the Appeer CIC's strategic plan
- As a member of the senior leadership team, support the CEO and board in organisational strategy development
- Identify opportunities for growth and development of services
- Foster relationships with key stakeholders, including clients, funders, community partners

Compliance and Risk Management:

- Ensure Appeer complies with all relevant regulations and legal requirements. Manage risk, including health and safety, data protection, complaints and safeguarding. Communicate relevant policies and procedures to staff, families and service users (as appropriate)
- Work with the CEO/Engagement Manager to ensure that Appeer CIC fulfils its duties and responsibilities associated with internal and external contracts and agreements
- Act as Appeer's Data Controller for GDPR purposes
- Maintain the organisation's Risk Register and coordinate a formal quarterly review and report to the CEO
- Maintain accurate records and ensure robust reporting mechanisms are in place
- Act as the channel of communication with Appeer's insurers and, legal advisers when issues arise, keeping the CEO and Board informed as necessary

BUSINESS MANAGER PERSON SPECIFICATION

Essential Criteria:

Knowledge, Education and Qualifications

- Education to degree level or equivalent experience
- Good knowledge of financial management systems and best practice
- Good knowledge of employment policies and practices
- Knowledge of relevant legislation and compliance requirements

Experience

- Proven and significant experience in a business management role, preferably within the non-profit or social enterprise sector
- Proven track record of managing finances, including budgeting, financial planning, and reporting
- Management experience in the non-profit sector, particularly within a CIC or charity, is advantageous
- Recruitment and HR Management experience

Skills and Abilities

- Strong financial acumen with the ability to manage budgets, reporting and analysis and financial statements
- Demonstrated ability to develop and implement operational policies and procedures
- Excellent organisational and multitasking skills, with the ability to prioritise and manage multiple projects simultaneously
- Proficiency in Microsoft Office software, including Excel. Familiar with accounting software (i.e. Xero) and quick to learn new technologies
- Strong communication and interpersonal skills, with the adaptability and awareness to work effectively with a diverse range of stakeholders
- Strong problem-solving skills and the ability to make sound decisions under pressure

Personal Attributes

- Commitment to the mission and values of Appeer CIC
- High level of integrity, honesty, and professionalism
- Proactive and self-motivated with a strong work ethic
- Adaptable and flexible approach to work, able to thrive in a dynamic and changing environment
- Empathy and understanding of the disability landscape

Desirable Criteria:

Knowledge

- Professional qualifications in business, financial management (e.g., MBA, ACCA, CIMA) and/or HR Management (e.g. CIPD) or equivalent experience are highly desirable
- Understanding of the regulatory and compliance requirements for CICs and non-profit organisations
- Knowledge of fundraising principles and practices
- Knowledge of current data protection and privacy principles and practices
- Knowledge of current regulations and best practice in safeguarding and child protection

Experience

- Experience in a leadership or supervisory role
- Experience of working with neurodivergent adults