

**Job Description**

**Business Services Manager**

**Two-Year Fixed Term Contract** [until 31<sup>st</sup> October, 2026]

Hybrid and flexible working by agreement and in keeping with the charity's workflow

**Location:** Sir Oswald Stoll Mansions, 446 Fulham Road, London SW6 1DT, but may occasionally be required to make visits to other Stoll-owned or managed properties.

**Responsible to:** Director of Finance & Business Services

**Direct Reports:** IT, HR & Payroll, Office Services & Apprentices (up to 5)

**Salary:** £45,000 per annum

**Role purpose:**

Responsible for managing the day-to-day operations of the Business Services team, overseeing IT, Human Resources, Payroll, Reception, Facilities and Risk and Compliance, working with Property Services to ensure smooth operations.

Advising on the strategic recruitment, management and development of staff, in conjunction with identifying opportunities for growth and development of services.

Responsible for creating process maps and ensuring policies and procedures are updated and implemented as required.

**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.
- Monitor and evaluate the performance of services and take corrective action.
- Ensure all necessary IT software, hardware and resources across the charity are implemented and managed well, securely and up-to-date.

- Manage external supplier contracts and relationships within your remit, ensuring contracts, insurances, subscriptions and rentals/hires are maintained to ensure continuity of cover/use and offer best value for the charity.
- Conduct meetings with internal and external stakeholders, working with others to take minutes and actions across Projects, Committees and the Board.

### **Human Resources (HR) and Payroll Function**

- Manage the HR function and ensure that Stoll has appropriate HR policies and procedures and acts at all times within the scope of best practice and the law.
- To ensure that Stoll invests effectively in its Human Resources (HR) to maximise their potential and to ensure that Stoll complies with the law and best practice, undertaking regular reviews of policies and procedures, providing advice to colleagues and obtaining legal or other HR advice when required.
- Provide “Business Partner” support to managers to take action to manage issues of conduct or capability, including formal disciplinary investigations/action, and to resolve issues of grievance in accordance with policies and procedures, obtaining professional HR and legal advice and support as required.
- Evaluate all the pay of new or changed jobs in line with the organisation’s policy on pay. Periodically review and revise the organisation’s approach to pay and benefits.
- Deliver and/or co-ordinate training to managers and staff in a range of HR and management-related topics. Provide a comprehensive induction to all new managers in the organisation’s HR and management practices.
- Maintain up-to-date records (manual and computerised) relating to all areas of HR and consultancy activity; extract information and provide regular and ad hoc statistics and reports upon request from managers and the executive.
- Maintain up-to-date Staff Handbook and other HR-related information on the intranet and notify staff of updates.
- Keep up to date with equal opportunities and diversity best practice and ensure that Stoll applies this wherever practicable across its services.

### **Facilities Function**

- To manage Stoll’s facilities including office premises and equipment (including IT).
- Ensure that Stoll offices, facilities and equipment are managed and maintained to enable Stoll to deliver customer focussed services.
- Manage an outsourced IT Support, HR and Payroll relationships.
- Ensure the procurement of office equipment and consumables represent best value and are purchased in line with Stoll’s procurement policy.
- Manage supplier contract relationships within your remit to ensure Stoll fulfils its duties and responsibilities associated with internal and external contracts and agreements

### **Compliance and Risk Management:**

- Undertake regular risk assessments, ensuring Stoll complies with Health and Safety and Data Protection requirements.
- Act as Data Protection Officer.
- Work with colleagues to ensure that Stoll manages its data, both written and held electronically, in line with best practice.
- Maintain the charity's Risk Register within your remit and coordinate a formal quarterly review and report to your line manager.
- Act as the channel of communication with Stoll's insurers and, legal advisers when issues arise, keeping your line manager informed as necessary

### **Working in a team and with others**

- Contribute positively to working in the team and across Stoll to deliver quality services
- Support the team to develop and maintain accurate records and to provide timely information for the effective and efficient management of the business
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Act in a professional manner while on duty and when representing Stoll.

### **Record keeping and data management**

- Maintain accurate records to support effective business management.
- The post holder is responsible for producing accurate work including spreadsheets, reports and other information essential to Stoll's needs and will regularly be dealing with information that is confidential or sensitive. Confidentiality of records and information relating to tenants, donors and staff in accordance with Stoll's Data Protection and Confidentiality Policies must be maintained.

### **Quality and regulatory compliance**

- Understand the legal and statutory framework in which Stoll provides housing and support to tenants and residents.
- Continuously look to improve the quality of services.
- The post holder will be expected to suggest and assist with improvements to existing systems

### **Health and Safety**

- Work in accordance with Stoll's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

### **Equality and diversity**

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements

### **Other**

- Provide cover for colleagues to ensure a continuous, responsive service.
- Undertake other duties as may be required from time to time in keeping with the responsibility of the post, as required by your line manager or team director.

## Person Specification

### **Business Services Manager**

#### **Experience**

Experience of leading, then developing the skill sets of teams across multiple departments.

Strong negotiation skills to get the best deals from contract.

Experience of analysing management information and making recommendations to inform decision-making is essential.

Experience of working on own initiative within policy, procedural and legislative requirements.

Experience of having worked in a charity or social housing is essential

#### **Knowledge**

Evidence strong IT skills, systems implementation and process review

Excellent knowledge of operational policies and procedures.

#### **Education and Training**

Essential - qualified by experience, demonstrable by previous roles closely aligned to the above job description.

Degree educated, with a further qualification from the Chartered Management Institute or the Institute of Leadership and management (desirable).

Educated to a minimum of A-levels (or equivalent) in English, Maths and/or Business (essential).

Demonstrable commitment to and evidence of continuous professional development and learning.

#### **Essential Skills**

Self-starter with a flexible mindset, able to deal with deliverables and objectives changing at relatively short notice.

Logical and proactive approach to issue resolution, able to break down a problem into its parts, assess the available options and identify a recommended solution.

Strong business acumen and detailed knowledge of the supported housing area.

Strong leadership and management skills and the ability to assign tasks to the correct team or team member.

Strong interpersonal skills plus good communication skills, both written and verbal

Good organisational skills including being able to prioritise a diverse workload to ensure targets are achieved and the ability to work to monthly deadlines

Good team working skills.

## Management & Leadership Competencies

### Leadership

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and looks to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

### Managing Performance

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll's HR Policies & Procedures effectively

### Managing Resources

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

### Managing Change & Quality

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

## Core Competencies

### Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

### Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

### Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of "mucking in", helping colleagues when needed

### Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll's equality and diversity standards and promotes individuality, equality and community at all times

### Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

**Commitment to Health & Safety**

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: