

Job Description

Job Title	Business Support Manager
Service	Coram Impact & Evaluation Team
Reporting to	Managing Director for Research Programmes
Salary range	£34,000 - £38,000 per annum
Work pattern	Full time
Location	Flexible, with an expectation of working at Coram's campus in London on average at least twice a week and at home.
Contract type	Permanent

Context:

Coram is the UK's first and longest continuing children's charity established in 1739 as The Foundling Hospital. Today we are a group of specialist organisations, working in the UK and around the world to support vulnerable children and young people from infancy to independence, creating positive change that lasts a lifetime. Coram helps more than one million children, young people, families and professionals every year by providing access to the skills and opportunities they need to thrive.

This role will be based in Coram Research, Impact and Evaluation, part of the Coram Institute for Children, which is dedicated to improving children's life chances by turning insight into impact in policy and practice. The role will provide the operational infrastructure needed to support a growing portfolio of research, evaluation, impact and policy-facing activity, enabling researchers to focus on high-quality delivery while strengthening management oversight, consistency and responsiveness across the Team.

The Team works across public sector, charitable, commercial and academic partnerships, delivering qualitative, quantitative, mixed methods and participatory research, evaluation and impact work with children, young people, families and the professionals who support them. As the Institute grows its profile, partnerships and funding opportunities, the Team needs robust programme management, coordination and secretariat support so that research expertise is protected, delivery is well coordinated, and senior leaders have clear, timely oversight of performance, risks, quality and capacity.

As a team, our values are to be **child-centred, rigorous, grounded in experience, collaborative and impactful**. We are dedicated to delivering child-centred research to ensure their voice is at the forefront of our work. We use co-design and participatory research methods to challenge power imbalances within research and work with marginalised groups.

Impact & Evaluation

Purpose of the role:

To provide programme management, operational coordination and secretariat support for Coram Research, Impact and Evaluation, working closely with the Managing Director for Research Programmes to strengthen team systems, processes, planning, governance, delivery oversight, bid coordination, capacity management and organisational responsiveness.

Main duties & Responsibilities

Provide programme management and operational support by:

- Working with the Managing Director for Research Programmes to design, document, implement and maintain consistent team policies, processes and procedures, including templates, operating rhythms, approval routes and quality assurance checkpoints.
- Supporting the development and maintaining mechanisms to track programme delivery, milestones, dependencies, risks, actions and decisions, providing visibility of progress, efficiency and efficacy across the Team's portfolio.
- Establishing and managing a clear route for organisational requests to the Team, including triage, logging, prioritisation, allocation, follow-up and reporting.
- Coordinating agendas, papers, minutes, action logs and forward plans for team, committee, working group, programme and governance meetings, ensuring decisions are captured and followed through.
- Supporting the planning and delivery of meetings, workshops, webinars, learning events and dissemination activity, including scheduling, stakeholder liaison, materials and follow-up.
- Maintaining oversight of funding opportunities, bid timetables, internal deadlines, partner inputs, approvals and submission requirements, helping to manage a live pipeline of prospects and proposals.

Support Coram Research, Impact and Evaluation by:

- Supporting staff capacity planning by maintaining accurate information on commitments, availability, pipeline and delivery pressures, enabling better prioritisation and workload management.
- Maintaining shared tools, templates, trackers and records that support consistent practice, timely review and quality assurance across research, evaluation, impact and policy-facing outputs.
- Helping the Team respond efficiently to cross-organisational needs, senior leadership requests, internal reporting requirements and strategic opportunities.
- Recognising and challenging all forms of discrimination and prejudice in the workplace and treating everyone with respect, dignity and fairness; acknowledging and celebrating diversity.
- Maintaining an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- Maintaining confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR).

Undertaking any other relevant duties or projects delegated by the Managing Director for Research Programmes in line with the responsibilities of the role and contributing to the effective operation and development of Coram Research, Impact and Evaluation.