

Job Description

Job Title: Business Support Manager

Reporting to: Director of Finance and Business Support

Service: Business Support (Corporate Services)

Salary Band: 4.1 (Indirect)

Location: Camden Head Office

Hours: 37.5 hours per week (Fixed hours: 8:30am – 4:30pm)

This job description may change to reflect changing requirements of the role

The Role

Main Purpose of Job

You will interact proactively with all Teams to create an effective and welcoming hybrid working space at our Head Office at Camden. As the site manager of our Head Office you will be ensuring the Head Office runs smoothly for all Solace Service Teams and staff including volunteers/visitors and is maintained to a high standard and complies with Solace Health and Safety policies.

As manager of the business support team (Administrator and volunteers) you will be responsible for a broad range of business support practices and contracts including; the Health and Safety system, Wi-Fi, Telecommunications, Photocopiers, computer equipment, Microsoft 365 and outsourced IT support.

Accountabilities

Head Office Management

- Maintain the quality of the Head Office facility by liaising with the Landlord, managing agent and preferred suppliers.
- For all property repairs agree scope of works required and deliver improvements in line with the Solace procurement policy and designated approval processes.
- Manage the cleaning services at Head Office and undertake regular monitoring to ensure standards are maintained.
- Ensure all equipment is maintain in good working order, in liaison with other team members. Set and maintain targets for printing and other environmental improvements.

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- Manage the Team Head Office rota and lunch break cover to ensure access to the Head Office is available to all staff between the hours of 8.30 to 6pm Monday-Friday.
- Maintain oversight of the flow of donations to ensure space is available to accommodate storage.
- Manage the prepaid card, petty cash tin and credit card for the Team and complete monthly reconciliations.
- Organise Solace events, End of Year and Away Day with Executive Assistant and working groups. Ad hoc support for Board meetings as needed.
- Ensure the office environment remains safe, clean and conforms with current Health and Safety legislation and Solace policies (including fire-fighting equipment, first aid kits and checks).
- Act as a designated Fire Marshal and First Aider for Head Office and ensure other team members are trained for such roles both within business support, and amongst wider head office colleagues.
- Manage office keys/fobs and maintain up to date key log.
- Develop and maintain up to date Head Office procedures to support a work environment which remains compliant with Health and Safety regulations. Such documentation to include a site-specific disaster recovery plan and lone working policy.
- Prepare monthly health and safety progress/risks reporting.
- Attend quarterly Health & Safety meetings and present Health and Safety reports.
- Maintain oversight of health and safety inductions at Head Office for new staff as needed, ensuring all staff (including other sites) are aware of the emergency escape procedure.

Reception/Administration

- Line manage the Business Support Administrator and provide regular supervision and support to ensure effective discharge of job responsibilities and compliance to Solace policies and procedures.
- Build up a team of volunteers to work alongside Business Support to meet the needs of Solace and our Service Users.
- Develop and maintain team workplans, including individual development plans, aligned to organisational plans and objectives, for each direct report.
- Provide learning and development plan and on the job training as needed.
- Manage all staff issues such as performance, holiday cover and absenteeism.

Central Business Support

- Undertake procurement activities to identify preferred suppliers for printer paper, cleaning materials, stationery, beverages and other office supplies. Ensure agreed price lists are in place with providers that represent value for money to Solace. Procurement cycle to be agreed with the Director of Finance and Business Support every 6 months.

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- Act as the key point of contact for the Solace Insurance Broker. As directed by the Director of Finance and Business Support. Raise new claims and provide additional information to support ongoing claims. Gather information to support the annual insurance review.
- As part of onboarding/closure of services co-ordinate with services to manage smooth procurement/disposal of assets, IT setup/close down and insurance requirements.
- Undertake regular contract review meetings with preferred suppliers to ensure services continue to be delivered in line with expectation.

ICT

- Work alongside Solace outsourced IT manager to provide support to staff and delivery of a robust IT infrastructure within Solace.
- Act as the primary Co-ordinator and project lead, together with our managed IT provider, on implementation of security requirements and system improvements.
- Manage the fulfilment of DSE and ATE assessments through the Business Support Administrator.
- Maintain records of ICT contracts and servicing and report as part of the centralised contract register.
- Develop and update policy and procedure updates pertaining to IT and Phones. Provide IT guidance notes and maintain the Tech Support page on the intranet.
- Attend monthly meetings with the outsourced IT manager and Mobile phone provider to give feedback on user experience, reviewing reports, advising on compliance to SLAs.
- Provide training to staff on IT and tech as required.
- Manage contracts for Wi-Fi connectivity, printers, phones and laptops across all sites to ensure all staff have the tools they need to successfully carry out their work. Maintain records to allow Business Support to manage contracts and know where our assets are in use at any time. Ensure all providers are captured within the approved supplier list.
- Work with the Director of Finance and Business Support to identify opportunities for cost savings and run tenders for services as needed.
- Maintain oversight of costs for mobile phones and laptops against an agreed budget. Validate source metrics on which bills are populated (e.g. number of phone licences)
- As part of onboarding/closure manage the delivery of Wi-Fi, Phones, Laptops.
- Undertake the annual Cyber Essentials accreditation.

Health and Safety

- Support local management in operating safe workspaces e.g. ensuring fire wardens & first aiders are trained for each site.

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- Manage the health and safety system. Work with the system provider to ensure the system continues to meet the organisation's compliance requirements and can provide greater efficiencies in reporting.
- Drive positive health and safety cultures and behaviours within Solace
- Providing support and guidance to stakeholders e.g. Service Managers, Asset Management, Human Resources and External Contractors
- Prepare regular Compliance and Accident & Incident reports to SMT, Finance and Resources sub-Committee.
- Agree a schedule of training for the Health and Safety system with the Director of Finance and Business Support and deliver the same.
- Provide a review of the quality of data on the H&S system through a scheme of audits.

Ad hoc project work as needed, including necessary cover duties

- Manage holiday cover within the Business Support Team.
- Other ad hoc duties as needed.

Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development.
- **Feminist** in understanding 'Violence against Women and Girls'.
- Committed to fostering **innovation** and **continuous improvement** in working practice.
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective.
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work.
- **Non-judgemental** with a commitment to self-care within the team.
- **Collaborative**, building relationships with internal and external partners.

(A) TRAINING AND EXPERIENCE

- Experience of providing office management and administration support within a busy office environment.
- Direct experience of handling health and safety issues in office and/or accommodation environments, and a relevant qualification in Health & Safety.
- Experience of Undertaking procurement activities using a tender approach.
- Experience of contract management, preferably across a multi-site setting.
- Either hold IOSH Managing Safely certification, or be willing to attend training and secure certification.

(B) SKILLS AND ACTIVITIES

- Experience of line managing a small team.
- Experience of working within a matrix structure.
- A good understanding of confidentiality and professional boundaries.

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- Good working knowledge and understanding of Microsoft Office applications, and general office equipment.
- Able to handle phone calls and enquiries in a sensitive and thoughtful manner.
- Strong organisational and ICT skills.
- Ability to prioritise own workload, and that of others, and work to deadlines
- Experience of working within a regulated environment and managing compliance using systems
- Awareness of fire safety, wellbeing and environmental impacts and management
- Good problem solving and project management skills
- Excellent written and verbal communication skills including the ability to make high quality presentations in a variety of environments
- Ability to manage multiple projects and work to deadlines
- Experience using IT systems including databases and Microsoft office packages
- Good people management skills and able to influence and persuade staff at all levels
- 'Can do' approach and attention to detail
- Well organised and able to work on own initiative

(C) GENERAL REQUIREMENTS

- Ability to form good working relationships with others within Solace and with external agencies.
- Attend regular supervision and appraisal sessions with your line Manager.
- Agree and work to an annual individual work plan.
- Contribute to the development of Solace through assisting with funding opportunities.
- Willingness to attend relevant training courses as and when required.
- Commitment to Equal Opportunities.
- Maintain confidentiality in all matters relating to the organisation