



Business Support Manager

Job Description

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- Reporting to:** Head of Operations
- Direct reports:** As and when appointed, Business Support Apprentice.
- Hours worked:** Part time (up to 28 hours per week).
This role may include travelling and some unsocial hours.
- Salary:** £20,000 to £23,600 (actual) which is £25,000 to £29,500 (full time equivalent)
- Location:** Initially Hybrid at Boccia England Office, Nottingham and home.
It is expected that this role will move to a full remote working arrangement from April 2025.

Purpose of the Job:

- To manage the business support services within Boccia England, using a customer focused approach to achieve its mission and vision.
- To ensure the operational effectiveness of all general administrative services, Boccia England Membership and digital services including Marketing and Communications.

Key Accountabilities and Objectives

Administration - Provide a high level of administrative support to the Boccia England team (40% of time to this objective)

- Develop and implement systems and procedures to support the efficient operation of Boccia England and improve the service we offer to members and customers
- Ensure all Boccia England policies are up to date, fit for purpose and compliant with legislation.
- Run reports and analyse data as appropriate to support business leads, such as course attendance and feedback data.
- Support compliance with relevant standards including health and safety requirements and data protection in conjunction with the Head of Operations.
- Create a suite of standing operating procedures (SOPs) to support the team and create efficient ways of working and cost savings where appropriate.

Boccia England Membership - Manage the existing membership benefits package to ensure all areas are delivered (30% of time to this objective)

- Become a subject matter expert for the Boccia England membership platform.
- Provide regular reports to the Senior Leadership Team and Board on membership numbers, trends and engagement rates.
- Collect membership feedback to report on the current membership offer and manage satisfaction with the packages.
- Support the team with initiatives to increase membership numbers and support the retention of existing or lapsed members.
- Coordinate the annual membership offer to deliver the agreed benefits
- Input into the annual review of the membership packages to identify improvements and deliver these where appropriate.
- Deliver training to new and existing team members to maximise their use of the platform.

Marketing and Communications - Work with key business leads to identify the audiences of Boccia England and create user profiles to support clear targeted communication (10% of time to this objective)

- Support marketing plans and campaigns throughout the year to engage with target audiences and raise public awareness of boccia.
- Ensure Boccia England are using the most effective social media platforms to reach identified target audiences.
- Monitor and track impact of communication both internal and external and report on engagement.
- Support inclusive communication strategies in all communication.
- Collect feedback from inside the boccia community on communication methods and identify improvement areas to action these where appropriate.

Digital Platforms and Technology - Responsible for overseeing the smooth running of digital platforms managed by the business support team (10% of time to this objective).

- Be responsible for the Boccia England website, ensuring it is up to date, maintained and the functionality is maximised.
- Provide input to the digital platform project group to support development of our digital platforms and technology.

Human Resources - Provide administrative support to the Head of Operations in people related work (5% of time to this objective)

- Administer HR related documentation, such as safer recruitment processes, onboarding and induction checklists and training needs surveys.
- Coordinate the annual mandatory training plan for the team.

- Coordinate the wellbeing newsletters and support the Head of Operations to deliver a calendar of wellbeing initiatives.
- Work with the Head of Operations to support the recruitment of roles across the business, these may be paid, unpaid, volunteer, self-employed roles and create a recruitment plan with timeline where required.

Commercial shop – Manage the Boccia England shop and deliver high levels of customer satisfaction and achieve income targets (5% of time to this objective)

- Manage the Trading budget to realise a contribution to the overall Boccia England budget.
- Manage the shop suppliers and ensure stock levels are appropriate.
- Manage customer experience to achieve high levels of satisfaction and repeat business.
- Complete regular reviews of products and complete market research to identify new items to sell which will benefit the boccia community and generate new income revenue streams.

People Management - Line manage as and when required (time TBC).

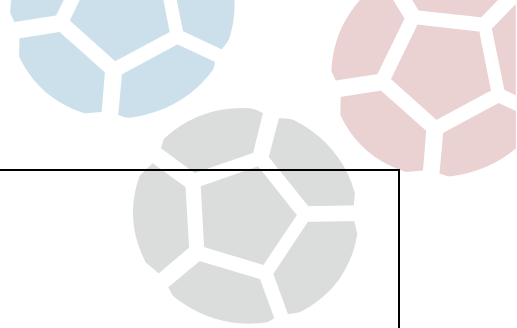
- Effective management of roles such as the Business Apprentice as and when appointed within the team. To include defining clear roles and responsibilities, clear communication; setting appropriate objectives; monitoring and reviewing performance; providing support and guidance and personal/professional development.

General Requirements

- Manage own workload effectively.
- Be committed to continuous improvement.
- Provide excellent and timely customer service with both internal and external communications.
- Use and share knowledge and expertise to promote boccia and develop Boccia England.
- Be an advocate for Boccia England and the sport of boccia.
- Any other tasks or responsibilities as deemed appropriate by the Head of Operations which commensurate with the responsibilities of the post.

Person Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Level 3 Business Administration or Team Leading qualification • IT qualifications (MS Office, excel, word and outlook L2) 	<ul style="list-style-type: none"> • Training in Marketing and Communications or social media platforms • Finance qualification • First Aid and or Mental Health First Aid • Risk assessment training
Knowledge	<ul style="list-style-type: none"> • A good practical understanding of the operating processes and functions of a busy office • A good understanding of effective marketing and/or communications, including websites and social media 	<ul style="list-style-type: none"> • Knowledge of project management principles • Knowledge and understanding of charities and the voluntary sector
Experience	<ul style="list-style-type: none"> • Experience of working in or managing various business support settings/ functions • Experience of financial procedures and processes • Experience of analysing data 	<ul style="list-style-type: none"> • Experience of being directly responsible for business support functions • Experience of managing membership within an organisation • Experience of managing staff • Experience of working in a charity setting • Experience of training and course administration
Skills & Abilities	<ul style="list-style-type: none"> • Effective use of MS Office programmes and other relevant technology • Excellent communication skills, both oral and written • Excellent administrative skills • Excellent attention to detail • Good minute-taking skills • Good organisational and time management skills • Analytical and problem-solving skills • Good financial awareness • Ability to be proactive • Ability to work on own initiative and under pressure • Ability to self-motivate 	<ul style="list-style-type: none"> • Networking skills across a range of sectors • Ability to present to teams and groups



	<ul style="list-style-type: none">• Ability to work within a team structure• Ability to develop effective working relationships• Ability to self-assess and be open to feedback	
General Attributes	<ul style="list-style-type: none">• Professional attitude• Motivated and results driven• Respectful and inclusive• Honest and fair• Committed to equality and diversity• Car owner and driver or ability to travel independently	