

## Job Description: Business Manager (Co-leader of the Charity)

**Employer:** Home-Start Bradford District (HSBD), The Thornbury Centre, Leeds Old Road, Bradford, BD3 8JX.

**Hours of work:** Up to 28 hours/week on a flexible basis to be agreed.

**Salary:** Up to £27,734 (£36,648 FTE, equiv. to SCP 28) dependent on experience, plus 6% pension contributions.

**Responsible to:** Board of Trustees

**Responsible for:** None

**Workplace:** The Thornbury Centre, Bradford / hybrid (2-3 days per week onsite), with regular travel across Bradford

**Start date:** immediately

**Term:** This is currently a fixed term one year post. The intention is that it should continue as a permanent role, dependent on securing funding.

### Purposes of the job

The purpose of the Business Manager role is, with the Operations Manager, to ensure that Home-Start Bradford District achieves its charitable objectives through co-leading the charity.

The Managers together will work closely with the Board of Trustees to lead the team, implementing and continuing to develop the charity's Strategic Plan, and ensuring that the necessary resources are in place to maintain the sustainability of the organisation.

The Business Manager will lead on the development and implementation of income generation, the financial management of the charity, the processes and administrative needs of the team, data and reporting, and the charity's governance and legal obligations. They will need to make their mark quickly, identifying and generating new sources of income, with a particular focus on seeking commercial or unrestricted income.

This is a varied and challenging role with considerable scope for the post holder to make an impact on the organisation and increase profile in the region.

This is a strategic role for which the key responsibilities are:

- Business development and strategic planning
- Income generation
- Financial understanding, budgeting and reporting
- Organising, understanding and communicating data
- Effective networking, PR and marketing
- Good governance

### Main responsibilities

#### Leadership and People Management

With the Operations Manager:

- To provide leadership to staff, delegating specific responsibilities where appropriate, and to maintain a collaborative and supportive environment which attracts, retains and motivates good quality staff.
- To foster good communication within the charity and coordinate effective collaborative working.
- To ensure the implementation of the charity's equity, equality, diversity and inclusion action plan.

Additionally:

- To support the Operations Manager in all aspects of staff recruitment and grievance procedures, ensuring that they are conducted in accordance with accepted good practice and in line with the

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charity's policies, in particular preparing and coordinating recruitment, shortlisting and interview materials, contracts of employment and induction documentation.

### Operational Management

With the Operations Manager:

- To ensure effective management of the charity, monitoring and reporting to the Board on performance against objectives.
- To ensure systems and processes are fit for purpose, aligned with Home Start UK practices and consistent throughout the organisation.
- To develop a culture of continuous improvement through effective feedback mechanisms and to continue to streamline practices and technology.

Additionally:

- To ensure that the charity's processes and practices meet its data protection obligations, as well as completing data protection impact assessments (DPIAs) and maintaining the record of processing and action (ROPA).
- To maintain the charity's document library of templates, forms, letters and other documents, ensuring that they are kept up to date and fit for purpose, developing new documents as required.
- To ensure that internal, Home-Start UK and Charity Commission administrative process relating to staffing, trustees and charitable status is completed, including registering and removing new starter / leaving staff and trustees, and completing the Charity Commission annual return.
- To ensure that the team is adequately resourced with IT equipment, and trained in how to use it, and that IT systems are fit for purpose and maintained (including administration of the charity's Microsoft 365 account and licences which facilitates emails, document storage and case management).

### Fundraising and Income Generation

With the Operations Manager:

- To manage the delivery, outcome and reporting requirements of successful funding or contract awards, ensuring that effective monitoring and evaluation processes are in place.
- To maintain relationships with funders, preparing reports and attending review meetings as required by funders.

Additionally:

- To continually develop and implement a fundraising strategy to deliver the charity's services across the Bradford District, and to increase its profile.
- To ensure adequate resources for the charity through applications for funds from grant making bodies, public sector (eg. the Local Authority, Government departments, NHS bodies) and tenders, writing applications as required.
- To research and ensure funding priorities are continually updated to develop financial sustainability.
- To seek out opportunities to work collaboratively with local Home-Starts and other local organisations to work together or to apply for joint funding where that would be mutually beneficial.
- To manage and develop fundraising activities, identifying new opportunities for income generation that will support the charity's ambition.

### Data management and reporting

- To be responsible for the charity's case management tool (which uses Microsoft Dynamics / Power Apps), ensuring that existing and new staff members can use it effectively and that it is developed to respond to new requirements.
- To ensure that the set of data reports used for extracting data from the case management tool is maintained and developed to meet the management and reporting needs of the charity.
- To monitor and ensure the integrity of data collected through the case management tool.
- To ensure that trustees and staff have the data they need to effectively manage the charity.

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- To ensure that the charity collects, stores and processes the data required to report to funders, and to produce data reports for funders as needed.
- To provide quarterly and annual data reports to Home-Start UK.
- To ensure that feedback from families and volunteers is collected and collated to inform service development, inform future strategy, demonstrate outcomes and inform discussions with funders and service commissioners.

### Communication and Profile

With the Operations Manager:

- To be one of the public faces of the charity, actively promoting its work externally, managing the relationship with key stakeholders and ensuring excellent understanding of the value and importance of Home-Start's services.
- To ensure all stakeholder relationships are carefully managed, and to act in the best interests of the charity at all times.
- To ensure that the charity tells its story effectively, "shouting" about its outcomes and impact through impact reporting, its annual report, social media and other publicity.

Additionally (delegating to the Communications Consultant as necessary):

- To take responsibility for the charity's website and social media profiles, ensuring that they remain up-to-date, accurate and engaging.
- To ensure that the charity's online services (including the volunteer portal, referral portal, online application forms) are kept up to date.
- To ensure that the charity has the printed promotional materials it needs to support its operations.

### Finance

- To manage and deliver the financial plan and yearly budgets, working with the Trustees to ensure continued financial viability and strength of the organisation.
- To be responsible for ensuring adequate resources for the charity through sound financial management and effective budgeting.
- To take responsibility for service agreements, negotiating contracts and agreements (including insurance) as appropriate, in consultation with Trustees.
- To manage the allocation of expenditure against project and funder budgets, ensuring that funds are allocated appropriately and in line with funding agreements and budgets.
- To ensure that the Trustees have sufficient financial information to effectively manage the charity, through regular management reports.
- To ensure that the charity's financial procedures are effectively maintained and implemented.
- To prepare the Trustees' Annual Report, and to work with the external accounting company to prepare the annual accounts in line with the Charities Statement of Recommended Practice (SORP).
- To ensure that the annual independent financial examination takes place, and to liaise with the independent examiner to facilitate its completion.
- To complete an annual Corporation Tax return if required by HMRC.
- To manage the charity's payments process and ensure payments are processed accurately, including raising bank payments every month.
- To manage the relationship with the external payroll provider, ensuring that staff members and hours are kept up-to-date and accurate.
- To carry out monthly bank reconciliations.

### Board and Governance

With the Operations Manager:

- To be accountable to the Chair and Board in the development and delivery of strategic, operational and annual plans, budgets, risk assessments and risks register, and safeguarding procedures.

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- To ensure timely and appropriate reporting to the Board on progress against relevant plans and responsibilities.
- To attend and present at all board meetings
- To ensure compliance with relevant regulatory and Home-Start UK requirements (either directly or through delegation) through ongoing policy development and standards of behaviour.

Additionally:

- To ensure that the charity carries out all legal requirements in line with its Charitable Incorporated Organisation (CIO) status.
- To ensure that the charity's policies remain fit for purpose and comply with all Home-Start UK and legal requirements, ensuring they are updated as scheduled and in response to regulatory or Home-Start UK changes.
- To take responsibility for the annual checklists and quarterly Quality Assurance self-assessments in Governance and Leadership; Operating a Home-Start; Money and Funding; Brand, Communication & Digital; and other related areas, and to take the lead in those areas during a full Quality Assurance assessment.
- To ensure that the Board receives appropriate advice and information on all matters relevant to the fulfilment of its governance responsibilities.
- Together with the Chair, to prepare an annual board timetable and regular meeting agendas, ensuring the agenda is appropriate and that such papers are available so as to enable the Board to make considered decisions about all matters of strategy, policy and finance.
- To work with the Chair and other trustees to identify, recruit and induct new trustees, ensuring that trustees and officers meet the requirements of the organisation.
- To ensure that the AGM is held, and that the annual report is presented for approval at the meeting.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

## Person Specification: Business Manager

Essential and desirable skills, abilities, experience, knowledge and special requirements for this role.

Essential	Desirable
<b>Employment, education and qualifications</b>	
Good standard of education (A-Level or equivalent)	Undergraduate and/or postgraduate qualification
<b>Leadership and People Management</b>	
Experience of working in a senior management position within the charity or public sector	Ability to nurture and facilitate others within a team to thrive
Track record in setting strategy and developing strategic plans, with evidence of successfully using skills to transform strategic vision into reality	
Commitment to and understanding of equality, diversity and inclusion and their implications for management and organisational development	
Experience of sound judgement, influencing and negotiating skills	
Ability to inspire and motivate a team and win the respect of colleagues and external stakeholders	
Ability to work collaboratively as part of a team	
<b>Operational Management</b>	
Track record in managing complex contracts for delivering commissioned services	Understanding of the Family Support and Children's Services sector
Excellent understanding of the voluntary sector, and local authority and NHS structures	Knowledge of statutory provision and other agencies providing services and support for children and families across Bradford, as well as good understanding of safeguarding best practices
Ability to take the long view, while understanding the building blocks needed to achieve it	Experience of developing and documenting operational processes within an organisation
Good understanding of GDPR and data protection principles and best practice	Experience of administering Microsoft 365 for an organisation
Skilled in the advanced use of Microsoft Word, Excel and SharePoint	
Understanding and experience of appropriate information sharing across organisations	
<b>Fundraising and Income Generation</b>	
Relevant experience in submitting funding applications, managing a funding pipeline and reporting back to funders	
Entrepreneurial approach to securing income from a range of sources	
Ability to identify, secure and sustain a range of partnerships and networks	

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Essential	Desirable
<b>Data Management and Reporting</b>	
Ability to understand, prepare, present, explain and analyse statistical information	Experience of using Microsoft Dynamics and PowerApps
Familiarity with building data queries and using query logic to build complex queries to extract and summarise data from a relational database	
Experience of reporting on outputs and outcomes	
<b>Communication and Profile</b>	
Excellent communication and presentational skills, with the ability to communicate successfully at all levels to a variety of audiences	Ability to use social media effectively and responsibly
Ability to represent the organisation to a broad range of stakeholders locally, regionally and nationally	Experience of impact reporting
Ability to negotiate, influence and effect change and to develop working relationships with people from a wide variety of backgrounds	
<b>Finance</b>	
Track record in taking financial responsibility for organisations and / or major projects, including setting and controlling large-scale budgets	Experience of producing management reports for Trustees or Directors
Experience of class-based financial accounting to track income and expenditure by project / funder	Experience of using Intuit QuickBooks
Experience of charity finances, including accrual accounting and bank reconciliations	Experience of completing a Corporation Tax return
Experience of preparing a charity's Trustees' Annual Report (including annual accounts)	
<b>Board and Governance</b>	
Excellent understanding of legislation involved in running a charitable Incorporated Organisation (CIO) or other form of registered charity	Knowledge of current legislation and policies relating to children and families
Good knowledge of the voluntary sector and the roles and responsibilities of voluntary Boards of Trustees	Experience of writing or updating charity policies
	Experience of preparing meeting agendas
	Experience of recruiting and inducting new Trustees
<b>Self-management and personal attributes</b>	
Adaptability, flexibility, ability to multi-task	
Excited by change, able to make strategic decisions while dealing with the unexpected and responding to new opportunities	
Excellent attention to detail	
Strong interpersonal skills	
A positive and creative approach to tackling tasks	
Commitment to good safeguarding practice	
Ability to work independently	
Ability to thrive in a changing work environment	
Strong awareness of data protection issues, and experience of professional confidentiality	
Negotiating skills	

Other requirements	
Able to work flexibly, with occasional evening or weekend work	Full driving license and access to own transport
Willingness to access training opportunities	
Confident in the use of computers and other IT equipment (eg. projectors)	
Eligibility to work in the UK	

## How to apply

Please complete and return the **Application form** by the deadline below.

Position applied for	<b>Business Manager</b>
Closing date	<b>12 noon, Monday 18<sup>th</sup> November 2024</b> Applications received after the closing date cannot be considered.
Interviews	<b>Thursday 21<sup>st</sup> November 2024</b> Shortlisted candidates will be invited by the end of Tuesday 19 <sup>th</sup> November 2024.
Rehabilitation of Offenders Act 1974	<b>You must undertake a basic DBS check</b>

Please read the **Job Description and Person Specification** before completing the application form as we can only determine your suitability for the position from the information you give in the application.

If possible, please complete the application online at <https://homestartbradford.co.uk/application/>.

Alternatively, please return your completed form by email to [hsbd@homestartbradford.co.uk](mailto:hsbd@homestartbradford.co.uk), or by post to: Salema Khatoon, Home-Start Bradford District, The Thornbury Centre, Leeds Old Road, Bradford BD3 8JX.

Shortlisted candidates will be invited to interview, during which they will be invited to give a short presentation (maximum 10 minutes) outlining their response to the following questions:

- If you were appointed to this role, what would you undertake within the first six months?
- What three principles would underpin your approach to this role?

Home-Start Bradford District is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults.