

Business Manager – Job Description

Responsible to: Director of Communications and Membership

Direct Reports: Training & Events Officer, Events & Administrative Assistant

Background Information

PSHE (personal, social, health and economic) education is the school curriculum subject that prepares pupils for life and work. PSHE lessons cover some of the most pressing issues facing young people today including mental and physical health, relationships, staying safe online, economic wellbeing, careers and the importance of equality and diversity.

The PSHE Association is the national body for the subject. A charity and membership organisation, the Association supports a national network of over 50,000 teachers and schools with resources, training, guidance and advice. We work nationally to raise PSHE education standards for all children and raise its status on the curriculum. This includes working in partnership with a range of leading charities, government bodies, corporates and other partners. This is an exciting time for us and we are expanding our services to meet growing demand.

Terms of Reference

- The post is offered on a full time (32 hours per week), permanent basis with a six-month probationary period. The starting salary will be £38,000 – £40,000, depending on experience.
- Our offices are based in central London, close to Russell Square and Kings Cross. This is a hybrid role requiring at least 2 days a week in the office, with Wednesday being a core day.
- Hours: 9 days per fortnight. NOTE: The PSHE Association is a shorter working week employer meaning that employees work a nine-day fortnight with every second Friday off.
- We are an equal opportunities employer. We particularly welcome applications from people of colour who are currently underrepresented in our team and we actively encourage people with different backgrounds and skills to join us. Please note on your application if you have requirements (including accessibility requirements) for the interview(s).

Role description

We are seeking an experienced Business Manager to lead the efficient and effective management of the PSHE Association's business and services, including oversight of the business pipeline and financial functions.

Working in close collaboration with our two Directorates, this role will require the post-holder to lead on and manage new bids, tenders and proposals, and to support the ongoing project management of successful contracts and grants. The Business Manager will also play a key role in supporting the Training and Events Team and Subject Specialist team in developing a new on-demand training offer via our Learning Management System (LMS).

Purpose

- To lead the efficient and effective running of the PSHE Association's business and workstreams, including leading and supporting the Directorates in the delivery of our services
- To oversee the pipeline and financial functions, working closely with our accountants and office manager
- To lead the development of submissions for bids/tenders and proposals for clients, and provide project management support for roll-out and delivery of successful bids
- To work with the senior leadership team to develop new services in priority growth areas, undertake market research, and support implementation of new services
- To oversee the operations of our training and events offer, including leading and supporting the operations team to fulfil its duties in these areas and ensure successful integration of any new or improved systems and processes
- To implement and maintain systems and processes that optimise efficiency across the organisation
- To work with the senior leadership team on ensuring a strategic approach to business and operations that optimises our ability to serve and grow our membership and member services

Core Tasks and Responsibilities

Business and financial management

- Oversee all financial functions and support financial planning across the Association, including monitoring performance measures, income, expenditure, and budgets
- Maintain and support the business pipeline, liaising with the Directorates and the accountants to keep the pipeline up-to-date and accurate
- Lead and project manage the development and drafting of submissions, project budgets, timelines, and risk registers for bids/tenders to support the growth of our thematic projects, working with the senior leadership team
- Draft and negotiate the terms of contracts and grants following successful bids and develop and maintain strong relationships with external stakeholders and partners
- Work with the Training and Events Officer to draft and approve proposals and quotes for clients requesting training, including schools, local authorities, multi-academy trusts, other school groups, health authorities, government departments and corporate clients
- Provide project management support to the Directorates to ensure the timely delivery of projects and new services within the agreed timeframe and predicted cost structure, and to monitor risk and resource
- Identify opportunities for service development with the senior leadership team and undertake market research to understand current trends and competitor activity
- Report regularly to the senior leadership team on performance, income, budgets, and any potential forecasts, including key achievements, lessons learned, options for capturing new opportunities, and mitigation of identified risks
- Development, implementation, optimisation and maintenance of project management processes and systems – including the technology to support such processes and systems – across the Association and communicating updates clearly to staff

Governance

- Ensure strong governance and accurate, up-to-date record keeping across business and operations, with regular review processes
- Support the Office Manager and colleagues with business continuity planning, organisational risk assessments, annual audit, and the maintenance of internal and external policies.

Service delivery & development

- Lead and manage the ongoing development of our training and events programme alongside the Training and Events Officer and Senior Subject Specialists
- Project manage the development of the Learning Management System (LMS) e-learning platform for members. The technical development will be led by our Digital & Marketing Officer and digital agency, and content by our Subject Specialist team. The Business Manager will support co-ordination across the Directorates and lead on phased roll-out of the service.
- Oversee the planning, implementation and growth of our face-to-face and online training events programme (e.g. CPD, School Staff Training), conferences and networking events across the school year taking into account user needs, organisational capacity and revenue
- Line management of the Training & Events Officer and Events & Administrative Assistant

These represent core responsibilities but there may be a requirement to undertake other duties on occasion related to the objectives of the role.

Required experience

We expect applicants to demonstrate relevant experience in the following areas:

- Business management or a similar role in a charity, membership body, or a relevant sector (e.g. education, health, services for children and young people)
- Managing budgets, business pipelines, performance measures, and financial reporting on income and expenditure
- Drafting bids, tenders or funding applications

- Managing contracts and/or grants from drafting through to ongoing project management, completion and evaluation
- Project management
- Line management

Skills & abilities

We are seeking applicants with the following skills, abilities and understanding:

- A strong understanding of business and financial management
- Excellent analytical and numeracy skills, including the ability to process complex information and translate this into reports for different audiences (both internal and external)
- Excellent and persuasive oral and written communication skills, including the ability to engage and maintain constructive relationships with a wide range of clients, colleagues and service-users
- Excellent computer literacy skills, including use of cloud-based and office-based platforms and applications (e.g. project management software, CRM databases, accounting software)
- The ability to use their own initiative, working proactively and independently as well as part of a team, including supporting and encouraging those that they line manage.
- Conscientiousness and diligence, with great attention to detail, while being flexible and adaptable enough to thrive within a fast-paced and sometimes fast-changing environment
- Sympathy with the aims of PSHE education and the Association, with an ability to engage sensitively with the issues we cover in our work

Application by CV and covering letter to enquiries@pshe-association.org.uk