

VALLEY HOUSE

BUSINESS SUPPORT MANAGER

JOB DESCRIPTION

Responsible to:	Director of Finance & Resources
Responsible for:	Business Support Administrators; Maintenance Team; Communications Officer; Volunteer Manager
Conditions of Service:	37.5 hours 26 days annual leave per annum. 1 additional day's leave for every 2 years of service up to a maximum of 29 days per annum. Public holidays, pension contribution to Valley House group personal pension scheme
Salary:	£35,000
Location:	Bell Green, Coventry

Main Purpose of Job:

- To be an active member of the Senior Management Team, supporting the CEO and Directors as required
- To oversee the management and effective running of all back-office systems and functions of Valley House, including ensuring a reception cover rota is in place Monday to Friday 8.30am to 4.30pm
- To lead on Health and Safety, HR, property management and IT
- To line manage the Business Support Administrators, the Maintenance Team Manager, the Communications Officer and the Volunteer Manager

Key Tasks and Responsibilities:

- Contribute to and support the cycle of strategic review and planning and implementation of the Valley House Strategic Plan and Operational Plans
- Work collaboratively with the management team on delivering strategic and organisation-wide objectives
- Support the Director of Operations/SMT in reviewing and implementing Valley House policies and procedures
- Prepare a range of management information reports for the CEO, Board and other stakeholders as required
- Support the effective running of the Board by providing secretarial support
- Lead on the recruitment and induction for all roles that the postholder has responsibility for
- Maintain, develop and review the administrative policies, procedures and any other related documentation
- Lead on all organisational health and safety matters, keeping up to date with relevant health and safety matters
- Ensure all appropriate health and safety systems, processes and procedures are in place and being adhered to
- Oversee all HR processes, utilising Valley House HR system to provide reports and information as required
- Support Valley House with recruitment processes for all paid and volunteer posts

- Provide support and guidance to all staff in relation to HR matters
- Work closely with the Maintenance Team Manager to ensure properties and office spaces are of a high standard, legally compliant and cost effective
- Oversee IT and phone systems, ensuring they are fit for purpose and cost effective
- Lead and line manage the Business Support Administrators, the Maintenance Team Manager, the Communications Officer and the Volunteer Manager ensuring they are motivated, supported to develop and effectively supervised

Corporate Responsibilities:

- Adhere to all Valley House policies
- Ensure the effective implementation of Valley House Equality and Diversity policies
- Ensure the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Act as an ambassador for Valley House
- To carry out other duties appropriate to the post as requested by your line manager, other managers or Board member

- 1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail**
- 2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform and these will be taken into account when the post is reviewed.**
- 3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.**
- 4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.**
- 5. All posts at Valley House are subject to continued funding.**
- 6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.**

PERSON SPECIFICATION

QUALIFICATIONS
Level 5 Diploma in Business Administration or equivalent or relevant experience
Level 5 Certificate in Human Resource Management CIPD or equivalent or relevant experience
KNOWLEDGE AND EXPERIENCE
Experience of managing HR, office systems and administration functions
Proven and successful track record of people management, including team management, recruitment, training, motivation, retention, and performance management
Experience of reviewing and drafting policies and procedures
Proficient in using software for information management and reporting
Knowledge of employment law, HR issues and best practice
Knowledge of health and safety legislation
SKILLS AND ABILITIES
Excellent communication skills, verbal and written
Excellent organisational skills
Ability to plan, prioritise and organise own workload and that of other staff
Ability to translate strategic aims into operational practice
Ability to work to tight deadlines with conflicting and competing demands
Ability to implement and manage change
A flexible and proactive approach to all elements of the role