

# JOB DESCRIPTION

**Job title:** Business Support Manager

**Reporting to:** Chief Executive Officer

**Direct reports:** Team Administrator

**Purpose of the Job:**

- To manage the Corporate Services function to support Boccia England, using a customer focused approach to achieve its mission and vision.
- To ensure the operational effectiveness of the following areas: Finance (outsourced), IT (outsourced), Marketing and Communications, Governance, Membership, Office Premises, and Policies and Procedures.

**Hours worked:** Part-time. This role may include travelling and some unsocial hours

**Salary:** Band 3

**Based at:** Boccia England Office: Nottingham

<b>Accountabilities and objectives</b>
<p><b>Office Management-</b> Responsible for overseeing the smooth running of the office.</p> <ul style="list-style-type: none"><li>• Liaise with suppliers and the landlord as required.</li><li>• Manage the outsourced IT contract, ensuring the infrastructure is fit for purpose.</li><li>• Be responsible for the Boccia England website, ensuring it is maintained and current.</li><li>• Oversee the marketing and communications delivery.</li><li>• Ensure compliance with relevant standards including health and safety requirements and data protection in conjunction with the CEO.</li></ul>
<p><b>Administration-</b></p> <ul style="list-style-type: none"><li>• Ensure Boccia England policies are up to date, fit for purpose and compliant with legislation.</li><li>• Run reports and analyse data as appropriate, including membership data.</li><li>• Provide administrative assistance to the CEO in conjunction with the Team Administrator.</li></ul>

**Finance & Budget Management-** Assist the CEO with management of the outsourced finance contract.

- Be the first point of contact for finance queries from the team, liaising as required with the outsourced finance team.
- Administer the monthly payroll liaising with outsourced payroll and Finance Manager.
- Administer the monthly pension contributions upload.
- Support the team with budget management.
- Assist the CEO with finance tender.
- Assist the CEO with managing the corporate services budget.

**Human Resources-** Coordinate HR related work and queries.

- Administer HR-related documentation, such as contracts of employment.
- Ensure the relevant HR databases and files are up to date, accurate and comply with legislation.
- Coordinate the annual appraisal process.
- Coordinate and administer recruitment processes.

**Board & Committee support-** Responsible for the administration of Board and Committee meetings.

- Collating and distributing board papers
- Booking venues and catering where applicable
- Minute-taking of meetings
- Administering Board member expenses

**People Management-** Line manage the Team Administrator.

- Effective management of the Team Administrator including 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 Chief Executive and commensurate with the responsibilities of the post.



## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Degree level of education</li> </ul>	<ul style="list-style-type: none"> <li>• Formal (post graduate) qualification in Finance</li> <li>• Training in Marketing and Communications</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A good understanding of financial processes</li> <li>• Understanding of Boards and Committees</li> </ul>	<ul style="list-style-type: none"> <li>• A good understanding of effective marketing and/or communications, including websites and social media</li> <li>• Understanding of disability sport and/or boccia</li> <li>• Knowledge and understanding of National Governing Bodies, charities and the voluntary sector</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in various business support settings/ functions</li> <li>• Experience of financial procedures and processes</li> <li>• Experience of analysing data</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a finance function</li> <li>• Experience of managing staff</li> <li>• Experience of being directly responsible for business support functions</li> <li>• Experience of working with Boards and committees and an understanding of the role of Trustees</li> <li>• Experience of working in a sport or charity setting,</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Effective use of MS Office programmes and other relevant technology</li> <li>• Excellent communication skills, both oral and written</li> <li>• Excellent administrative skills</li> <li>• Excellent attention to detail</li> <li>• Good minute-taking skills</li> <li>• Good organisational and time management skills</li> <li>• Analytical and problem-solving skills</li> <li>• Good financial awareness</li> <li>• Ability to be proactive</li> <li>• Ability to work on own initiative and under pressure</li> <li>• Ability to self-motivate</li> <li>• Ability to work within a team structure</li> </ul>	<ul style="list-style-type: none"> <li>• Networking skills across a range of sectors</li> <li>• Ability to present to large groups</li> </ul>



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

