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**YOUTH FIRST**

**JOB DESCRIPTION**

**Designation: Business Support Manager**

**Responsible to**: Deputy CEO

**Weekly hours:** 35 hours

**Salary**: From £34,000 to £36,080 p.a.

**Location:** Based at Bellingham Gateway Youth Centre, 185 Brookehowse Rd, SE6 3TT with ability for remote working when suitable

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**Main Purpose of role**

As a key member of Youth First’s office team, you will be responsible for management of the back office and support functions, including:

* Overseeing the organisation’s human resources needs including recruitment; HR support; performance management; workforce development and HR metrics.
* Overseeing monthly payroll processes to ensure staff are paid accurately and on time
* Ensuring efficient and effective governance support is provided to the Board and sub committees
* Co-ordination of all other business support requirements

The Business Support Manager is a post that is central to the success of Youth First as we look to grow. Alongside the CEO, Deputy CEO, Director of Operations and Operations Managers (responsible for targeted and universal services to young people) you will form part of Youth First’s Senior Management Team. You will provide leadership and management to Youth First’s back-office function enabling us to provide the best possible service to the thousands of young people who will be supported by Youth First.

We are looking for someone who is passionate about making a positive difference within society, a problem solver who enjoys a fast paced and varied working environment with;

* experience and working knowledge of HR processes
* experience of line management
* a good understanding of systems such as HR software
* operational experience within the business or the not-for-profit sector

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**Summary of Responsibilities and Personal Duties:**

**People and HR Support**

1. Ensure, with support of board & CEO the compliance with all employment and safeguarding legislation. liaising with and working alongside the YF support team.
2. Manage YF’s outsourced HR support contract and ensure the provider meets YF’s requirements.
3. Manage and co-ordinate recruitment, ensuring that vacancies are managed efficiently in line with YF’s Safer Recruitment Policy.
4. Ensure that offer letters, contracts, welcome packs, references, personnel files, DBS and induction/probation are available, fit for purpose and used to ensure effective on-boarding
5. Overall responsibility for ensuring the organisation manages, monitors & achieves KPI’s in relation to management of appraisals and performance management, annual leave, attendance management, in line with policies and procedures and with support from outsourced HR providers and other line managers.
6. Develop, review, and update policies and procedures and ensuring they are understood and observed, with support of the Executive management team
7. Ensure employee health and safety guidelines are adhered to
8. Be the internal lead for HR investigations– co-ordinating the processes with YF’s outsourced HR provider ensuring YF policies and processes are followed
9. Manage the annual Employee Excellence Award Scheme Maintain and review Job Descriptions and Pay scales with the Executive Management Team

**Payroll**

1. Ensure employees' salaries are paid accurately and on schedule each monthly pay period by liaising with an outsourced Payroll and pension providers, providing accurate HR information on starters/leavers and maternity/paternity processes; and ensuring timesheets are processed by the Finance officer
2. Respond and deal with general Payroll queries

**Workforce Development**

1. Manage the delivery of the Workforce Strategy, including circulating regular surveys and analysing responses and monitoring morale and wellbeing.
2. Monitor staff development objectives, analysing training needs and source training within budget
3. Maintain and update Employees Training matrix
4. Service and support the Workforce Sub Committee

**Governance**

1. Oversee the provision of advice and guidance to the Board and sub committees on governance; constitutional and procedural matters in compliance with the Charity Commission guidelines
2. Service the Board and other Youth First committees, i.e. arranging meetings; booking and setting up of venues; preparing agendas; taking high quality minutes; distribution of papers at least 7 days before the meeting and within 10 days following meetings; ensuring decisions at meetings are enacted and dealing with any follow up activities by maintaining and monitoring of Action Logs.
3. Assist in board development activity
4. Arrange and maintain annual calendar of meetings and events.
5. Maintain confidential records of Board Members.
6. Support EMT with maintenance of Risk Register

**Business Support**

1. Co-ordination of general business support including line management of other Business support staff and reception duties as required.
2. Establish and maintain appropriate office administrative systems, which may include support to the delivery team to meet reporting requirements.
3. Monitor and report on HR and Business Support KPIs
4. Effective use of SharePoint and other MS Office products to ensure a central secure filing system and maintain accurate records
5. Ensure compliance with GDPR; employment law; corporate policies and procedures and maintain confidentiality
6. Provide verbal and written reports required for the Board and EMT

**General**

1. As part of the management team, to deliver a focused, measurable contribution to Youth First’s overall strategic plan.
2. To carry out any other reasonable duties as requested by the Chief Executive and other senior management.

**PERSON SPECIFICATION**

**JOB TITLE:** Business Support Manager

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It will be used to compile any job advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of short listing.

Those categories marked ‘T’ will be used for the purpose of testing.

Questions can be asked based on other requirements listed during the interview.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

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| --- | --- |
| **Requirement** | **Shortlist/Test** |
| **Key Skills/Experience** |  |
| Experience of working in a busy diverse organisation with excellent organisational skills | **S** |
| Experience and working knowledge of HR processes | **S** |
| Experience of administrative/back office role preferably in a charity or not for profit sector | **S** |
| Ability and experience of producing accurate minutes at a high level | **T** |
| Ability to type accurately – must have excellent word processing skills | **T** |
| Experience of producing and formatting key documents to a high standard | **S** |
| Experience of servicing Boards and committees | **S** |
| Supervisory skills | **S** |
| Ability to organise a varied workload with minimal supervision and to meet deadlines. |  |
| Ability to maintain quality of work in a pressurised environment. |  |
| The ability to set up, manage and effectively use office systems and contact databases (MS Office including Excel) | **T** |
| Excellent numeracy and literacy skills | **S/T** |
| **Knowledge and understanding** |  |
| Understanding and awareness of Data protection guidelines and confidentiality | **S** |
|  |  |
| **Personal attributes** |  |
| Conscientious and reliable |  |
| Diligent with attention to detail |  |
| Ability to work on own initiative |  |
| Working to tight deadlines |  |
| Problem solving attitude |  |
| High personal integrity and motivation |  |
| Ability to remain calm when working under pressure |  |
| Strong interpersonal skills and the ability to work well with people at all levels. |  |
| Willingness to develop and learn new skills as required by the role |  |
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| **Circumstances** |  |
| Must be able to work flexible hours, i.e. occasional meetings outside normal working hours if required. |  |
| Must be flexible about work location. This role will be based at the Bellingham Gateway Youth Centre, however remote working can also be considered where suitable. The post holder must be prepared to work at any other reasonable Youth First location as directed. |  |
| Please note that Youth First is committed to safeguarding and promoting the welfare of children and young people and therefore our recruitment process for this post will include a standard DBS check. |  |
| If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements. |  |

**The job description is a general outline of the job duties and responsibilities and may be amended. The post holder may be required to undertake other duties as may reasonably be required from time to time.**