



Role Profile

April 2018

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| Job Title: | Business Support Manager |
| Reports into: | Head of Housing Services |
| Direct Reports: | Business Support Assistant x 1 Policy & Performance Graduate x 1 Executive Assistant (Business) x 1 Receptionist Administrative Assistant x 1 |
| Department/ Location: | Stockwell |
| Disclosure Level: | Basic |
| Role Purpose: | To manage and develop business and corporate services across SW9 Community Housing including Governance, Business Support, Policy and Facilities management. |

Key accountabilities

Management and leadership

- Responsibility for ensuring SW9 has excellent and transparent governance and leadership policies and practices.
- Effectively manage all business support functions across SW9 ensuring the team deliver a first class support service.
- Oversee the continued implementation of the SW9 Policy Framework.
- Assisting with complaints handling on behalf of the senior management team.
- Ensure the effective management of facilities, business continuity and all office processes and to be the first point of contact for information systems issues, working closely with the IT service desk at Network Homes.
- Lead on all Regulatory and Statutory Compliance.
- Ensure SW9 fully meets its GDPR obligations, briefing staff and leading on the GDPR action plan.
- Set, meet and attempt to exceed personal and organisational performance targets, objectives and service levels. Work towards supporting SW9's corporate and performance standards including its visions and values.
- Contribute to the strategic and operational development of SW9.

Effective management of corporate services including the governance

- Manage the organisation's physical resources to ensure maximum utilisation, efficiency, effectiveness and quality of service.
- Advise and guide the Executive Director, Board and Committees on the formation, development and application of policy and strategic decisions relating to Corporate

Services.

- Ensure regular and effective staff communication throughout the organisation.
- Ensure that the organisation's approach to GDPR and data security complies with good practice and that policies and procedures are effectively implemented
- Responsible for servicing Board and Committee meetings as requested
- Responsible for carrying out Board and Committee administration including maintaining Members register, Register of Interests and acting as the main contact for Board and Committee members.
- Responsible for Board training, annual appraisals and self assessments ensuring the Board has the necessary skills and knowledge to carry out its duties.
- Carry out other governance tasks including assisting with Company Secretary duties.

Effective management of all business support functions across SW9

- Ensure SW9's business practices and procedures are efficient, represent VFM and meet the requirements of SW9 and are understood and implemented across the organisation.
- Develop and implement internal control management systems and procedures across the organisation including oversight of all internal audits.
- Produce quality information and analysis as required.
- Undertake ad hoc compliance checks from time to time, to assist the SMT in evaluating areas for improvement.
- Ensure timely submission of all internal and external reporting e.g. Network Homes, Lambeth Council, Companies House, Charity Commission and other key stakeholders.

Facilities and Office management

- Oversee contractual arrangements for all SW9 buildings and facilities, ensuring that facilities are fit for purpose, operated within the strategic objectives and provide value for money and are compliant with all statutory and regulatory requirements.
- Management of SW9 archive systems.
- Maintain the organisation's Policy Framework advising Board and management when policies are due to be revised, ensuring the most up to date version of a policy are available and circulating revised policies to relevant staff members.
- Ensure all maintenance warranties are recorded and filed (office building) for safe keeping.
- Keep a central record and oversight of all contracts entered into by SW9.
- Maintain the organisation's Asset Register.

To contribute to strategic and operational development of SW9 as part of the Operational Management Team

- Contribute to the corporate decision making of SW9 as part of the Operational Management Team.
- Contribute to the development of organisational strategy and policies.
- Provide timely and accurate advice to the Board, Committee and SW9 management on all corporate services matters.

Monitoring, Evaluation and Learning

- Contribute to SW9 monitoring and evaluation processes, and specifically in the areas of internal audit and compliance.

- Monitor and review service level agreements and contracts annually with a view to improving service delivery and value for money.

To represent SW9 at a strategic level

- Participate in and represent SW9 at relevant meetings and events.
- Cultivate and maintain good relations with Network Homes, partner organisations and stakeholders.
- Support the Executive Director, Board and managers with promotional events that further advance the organisations objectives.
- Support the Executive Director in ensuring that Board members are well informed and up to date on developments affecting corporate services including legislation and best practice.
- Promote SW9 values and ethos at all times.
- Maintain a positive, appropriate and professional relationship with all SW9 staff, partners and stakeholders.

Other duties

- Any other duties commensurate to the role and grade as requested by SMT including functional responsibilities and special projects.
- Maintain the highest standards of personal and professional integrity and conduct and observe the appropriate Code of Conduct and report and breaches of such to the Chair and Executive Director.

Standard Responsibilities

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, confidentiality, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

Undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required. The post holder may be required to undertake duties at this level elsewhere within the service.

Contacts - External/Internal

- Directors and SMT
- Managers and staff within NHG
- Local Authorities & other employers
- Board and Committee members
- Solicitors and other specialist advisers
- Relevant government organisations/bodies

| Person Specification | Essential: E Desirable: D |
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| <p>Education</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent • ICSA qualification <p>Knowledge and skills</p> <ul style="list-style-type: none"> • A proven track record in managing at a similar level • Evidence of effective people management skills with the ability to lead, motivate and develop staff at all levels • An understanding of the principles of risk management and their application in a charitable organisation • Knowledge of governance related issues, Company Law, and Charity Commission regulations • Knowledge of Health & Safety; risk assessment; and building management • Excellent planning and organisational skills • Good IT skills • Excellent written and oral communication skills including negotiating and presentation skills which ensure clarity and effective communication • A strong team player • Good problem solving skills with the ability to think creatively and act flexibly • Numerical and analytical skills • Accuracy and attention to detail • Excellent negotiating and influencing skills • Assertive and confident, comfortable presenting information to senior managers, board members and stakeholders • A demonstrable commitment to personal and professional development • Available to attend regular evening meetings • Commitment to equality and diversity • Have a high degree of integrity, tact, diplomacy and professionalism <p>Experience</p> <ul style="list-style-type: none"> • Experience of dealing with matters relating specifically to governance within the charitable sector • Experience of working within a Corporate Services and/or Business Support function • Experience of managing staff in a performance management environment • Experience of developing policies and procedures to enhance the effectiveness of the business • Evidence of experience in developing and maintaining effective working partnerships with professional groups and senior managers within the organisation and in other agencies • Experience of delivering services within the housing or charitable | <p>E D</p> <p>E E D E D E</p> <p>E D E E E D</p> |

Competencies

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed.

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done. I make things happen by empowering and delivering through the team and using resources effectively.

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respectful – I treat everyone with respect and understanding. I arrive on time and take full part in meetings.

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team.

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference