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| **Job Title:** EA / Business Support Manager  | **Reports to:** Chief Financial Officer | **Roles Reporting to this role:** Salisbury Finance and Business Support Teams; Business Systems Manager |
| **Location:** Salisbury | **Business Stream:** Business Support / Finance | **Grade:** Manager**Indicative Salary Range:** £31,856 - £38,516 |
| **Purpose of role:*** Provide excellent, highly skilled administrative support to the Executive Management Team, constantly improving efficiency and organisation.
* Manage the Finance and Business Support teams in the Salisbury head office and be the professional lead for Business Support across the company.
* Review project contracts, ensuring that all terms agreed are acceptable and meet our charitable requirements.
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| **Person Specification****Key Technical Skills / Competencies:*** Experience of delivering high level specialist/skilled administrative support.
* Experience of managing a team.
* Ability to research data/information, analyse and compile detailed, summarised reports.
* Ability to prioritise and manage multiple tasks simultaneously, both individually and across a team.
* Excellent written and verbal communication skills.
* Able to present competently and confidently to all staff and clients, partners and visitors.
* Experience of project management.
* Experience of change management.
* Highly proficient in the key Microsoft Office packages and able to quickly master other software tools.
* Confident with contracts and/or other legal documentation.
* Experience and familiarity with confidentiality in the workplace.
* Excellent attention to detail.

**Key Behavioural Competencies:*** Customer focused to always provide the best possible service.
* Collegiate worker within the Business Support team, with a collaborative attitude across all departments and grades.
* A positive, optimistic role model, motivating and inspiring confidence in others.
* Understand and positively implement change.
* Build positive relationships and engage others, both internally and externally.
* Highly motivated problem solver.
* Positive, pro-active and solution led decision taker.
* Confident to take initiative and work independently with minimal supervision.
* Accountable for all work within the team being delivered to a high professional standard.
* Able to flex and adapt with changing workloads.
* Uphold the Core Values and promote them in others.

**Qualifications:*** Degree qualified or equivalent, or relevant experience.

Desirable:* ILM diploma level 4/5
 | **Role Specification****Key Tasks and Activities:*** Provide excellent, highly skilled and pro-active administrative support to the Executive Management Team (EMT) and Board of Trustees, including:
	+ Organise, administer and minute Board and Committee meetings.
	+ Liaise with high profile clients and stakeholders.
	+ Improve efficiency of EMT meetings and time management.
	+ Develop improved methods of decision recording and EMT communication with the company.
	+ Research and report writing, including high level documents such as the Annual Report.
	+ Organise accommodation and travel for EMT, including international travel.
	+ Diary management.
	+ Process EMT expenses and credit card expenditure.
* Provide administrative support to the governance of our international subsidiary companies.
* Manage the Finance and Business/Project Support teams based in the Salisbury office.
* Lead Business Support across the business, providing advice and support to all offices and ensuring the best structure for the business need.
* Provide a first point of review for project contracts, advising Project Managers to enable them to negotiate changes and ensuring that all terms are acceptable before a contract is agreed and signed.

**Additional Key Accountabilities:*** Continually develop the business plan for the Finance and Business/Project Support teams to ensure the best service is provided for the business.
* Share knowledge and promote knowledge-sharing and co-working across offices.
* Mentor, train and develop the Finance and Business/Project Support teams towards their individual development needs.
* Understand, further and promote the company vision.
* Travel to other UK sites as required.
 | **Outputs****Key Outputs / Deliverables:*** Providing constantly evolving, high level support to the Executive Management Team to enable their efficiency and effectiveness.
* Ensuring an efficient, customer-focused Finance and Business Support service, adding value across the business.
* Being an ambassador for Business Support throughout the company.

**Key Interfaces:***External*:* Clients & potential clients
* Partner organisations, membership bodies and other key stakeholders
* Contractors
* Suppliers

*Internal*:* Executive Management Team
* Board of Trustees
* Senior Management Team
* Finance and Business Support Team (Salisbury)
* Business Support Team (all regional offices)
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| **Our Core Values:**Authenticity and Ethics Customer Focus Applied Knowledge Reliability and ResilienceCommunicating Passion Collaborative Behaviour Innovative Thinking |