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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. | | | |
| **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) |
| **Our Core Values:**  Authenticity and Ethics Customer Focus Applied Knowledge Reliability and Resilience  Communicating Passion Collaborative Behaviour Innovative Thinking | | | |