### Passion for Learning Business Support Manager Role Description

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<tr>
<th>Job Title</th>
<th>Business Support Manager</th>
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<tbody>
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<td>Reports to</td>
<td>Chief Executive Officer</td>
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| Responsible for | Responsibility for business support to Passion for Learning, including HR, finance and organisational policies and procedures  
With a strategic role as part of the senior management team |
| Salary          | £30,000                  |
| Holidays        | 28 days per year plus public holidays |
| Contract        | Full time, permanent     |
| Hours           | 37 hours per week to be worked flexibly to meet the requirements of the organisation |
| Workbase        | Office in Ellesmere Port but with travel across Cheshire West |
| Checks          | DBS check and professional references |

### Role Purpose

The role holder is responsible for the critical business support needs of the organisation, comprising HR, Finance and the organisational policies and procedures which enable the effective functioning of the Passion for Learning team.

The role holder will be a part of the senior management team that is responsible for the organisation’s growth, service delivery, innovation, sustainability, contractual compliance, quality and user involvement.

### Responsibilities

- Be responsible for all aspects of business support (including human resource and finance) to ensure effective and efficient delivery of services
- Evaluate information and consult with the senior leadership team to prepare a realistic and balanced budget. Working with the Office Administrator, manage the forecasting process, including reporting updates to the CEO and Trustees
- Working with the senior leadership team, monitor spending against the agreed budget to achieve value for money and deliver against agreed objectives. In the absence of the CEO, take delegated responsibility for financial decisions
- Support the Development Manager in the monitoring of the funding pipeline and timely invoicing of expected grant payments or contracted instalments
- Establish, review and update all organisational policies; ensuring policies are fit for purpose, regularly reviewed and fit the culture of the organisation. Liaise with colleagues for specialist knowledge as needed
- Provide the HR support to meet the needs of the organisation including having employment contracts in place and relevant employment policies, ensuring these comply with legal requirements
- Develop existing performance management frameworks, to ensure that all team members understand their role objectives and their performance is subject to regular review
- Establish and maintain the Health and Safety of the office base, including undertaking regular Health and Safety audits, ensuring compliance with legal requirements
- Lead the mobilization of new service contracts e.g. IT, Telephony, other office costs to ensure contracts represent best value for money
- Ensure resources, support and training are provided to enable work colleagues to make the best use of available ICT
• Work as a positive member of the Senior Management Team, driving continuous improvement through flexible and creative responses and supporting the growth/evolution and development of the organisation to meet the developing vision
• Together with other Senior Management colleagues, act as a champion for the organisation; representing and positively promoting the organisation at all times
• Work inclusively and undertake all work in accordance with Pfl’s values, policies, principles and procedures
• Carry out such other duties as deemed appropriate and may be reasonably required by the Chief Executive

PERSON SPECIFICATION

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<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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| EDUCATION TRAINING KNOWLEDGE | • Good level of general education  
• Excellent standard of literacy, numeracy and IT competency  
• Demonstrable knowledge and understanding of the challenges faced by Passion for Learning beneficiaries | Educated to degree level  
HR Qualification and/or Finance Qualification |
| RELEVANT EXPERIENCE (Paid or Voluntary) | • Experience in developing organisational policies, procedures and performance management processes  
• Experience of financial budgeting, forecasting and reporting  
• Experience in networking and working collaboratively, demonstrating an understanding of the voluntary and community sector | Experience of the education sector |
| SKILLS AND ABILITIES | • High level of communication and interpersonal skills  
• Ability to manage meetings and deliver presentations  
• Ability to be proactive and to problem solve, including seeking creative or imaginative solutions  
• Able to demonstrate commitment to innovation and ability to support innovation and continuous improvement in practice  
• Self-motivated and self-disciplined, able to prioritise own work load and that of the wider team and deliver to deadlines  
• Ability to work under pressure and cope effectively and/or support others to cope effectively with difficult situations  
• Good organisational skills and ability to work across a number of tasks and work areas | Managing projects e.g. introducing new finance or IT systems |
| PERSONAL ATTRIBUTES & OTHER FACTORS | • Self-motivated, enthusiastic and ‘can do’ attitude to provide positive leadership in a changing environment  
• Ability to work and travel flexibly  
• Positive, professional and pragmatic approach  
• Commitment to equality and diversity  
• Full driving licence with use of a vehicle  
• Clear enhanced DBS and satisfactory references | Interest in social enterprise and in collaboration with other organisations |