

BROMLEY Y
BUSINESS SUPPORT MANAGER
JOB DESCRIPTION

Job Title: **Business Support Manager**

Section: **Business Support Team**

Responsible to: **CEO (Bromley Y)**

Location: **Bromley**

Hours of Work: **37 hours (Full Time)**

Grade: **6**

1. ROLE FOCUS:

To provide operational leadership to **Bromley Y**, ensuring the organisation has effective processes, resources, systems and governance to deliver safe, compliant and high-quality services for children and young people.

To lead and develop the Business Support Team in providing a robust support across finance and budgeting, recruitment and onboarding, executive/Board administration, internal communications, and the coordination of meetings, rooms and events.

Ensuring strong governance, risk management and compliance arrangements, including Data Protection Officer responsibilities (UK GDPR), oversight of DBS processes, supplier and contract management, administration of core systems and technology and day-to-day management of Ethelbert Road (and any additional premises), addressing health and safety requirements.

To work collaboratively with colleagues and stakeholders, modelling **Bromley Y** values and a commitment to equality, diversity and access for all. The role is primarily delivered digitally/remote with on-site working at Ethelbert Road as required, and requires flexibility to meet organisational needs.

2. MAIN DUTIES

- Ensure with the CEO, SLG and the organisation has sufficient resources such as personnel, material and equipment
- Ensure that PA and administrative support to the Senior Leadership Team and Board of Trustees is provided
- Aid the CEO and Clinical Director in producing reports and writing or supporting with other key documents including risk assessments, audits, process maps, policies, procedures, and guidance.
- Support the CEO and Leadership Group through ensuring the provision of high quality PA duties and comprehensive administrative services including but not limited to: scheduling meetings, agendas, papers, disseminating reports, arranging hire of venues, taking minutes, and undertaking appropriate actions.
- Ensure all business activities adhere to legal guidelines and policies
- Supporting the CEO with developing a comprehensive business budget and perform periodic budget analyses

- Support recruitment/hiring and on-boarding of new employees, volunteers, self-employed workers
- Support the CEO with designing business strategies and plans to meet organisational goals
- Seek ways of improving how the organisation operates
- Respond to inbound enquiries in a timely manner
- To be forward thinking and be a part of idea generation and innovations
- To develop knowledge and ethos of the new service within your team and establish a centre of excellence
- To promote, manage and develop best practice working routines throughout the team
- Lead by example to set the standards of conduct and performance in delivering a high level of service and professionalism

FINANCE

- Liaise with Finance, HR, and other teams as necessary-review outstanding items and support prompt payment processing.
- Support budget and finance activity including purchases, credit card reconciliation and responding to ad-hoc finance queries.
- Check and approve supplier invoices for payment; liaise with suppliers to resolve queries and chase outstanding invoices.
- Maintain an asset register for laptops/PCs/mobile phones, including allocation tracking and coordination with finance/accounting records.

SYSTEMS & TECHNOLOGY

- Act as supplier liaison for IT/telephony/printing, attending review meetings and supporting improvement and replacement planning.
- Provide first-line IT support for account changes/approvals, equipment faults and onboarding, liaising with external support as required.
- Coordinate ordering, setup and delivery of IT equipment for new starters and replacement/upgrade cycles in line with budget and business need.
- Administer telephony users and messaging, including updating answerphone/closure messages (e.g., holiday periods) in line with business need.
- Provide system administration and user support for the RIO electronic patient record system, including account setup, permissions and password resets.
- Liaise with the electronic Patient Record (EPR) supplier/account manager and attend internal meetings to review change requests, data issues and service improvements.

MEETINGS & EVENTS

- Coordinate room bookings and event logistics (internal and external venues), including invoicing, liaison external teams, printing, refreshments, communications, technology and risk assessment needs.
- Provide assistance as required to the Policy and Governance Lead in the delivery of high quality support to the Chair of Trustees and Board of Trustees, including but not limited to: scheduling meetings, agendas, papers, disseminating reports, arranging venues, and taking minutes at the Board of Trustees Meetings, Finance and Safeguarding Committee meetings, and undertaking appropriate actions.

DISCLOSURE & BARRING

- Oversee the DBS checking process for staff, consultants, trustees and volunteers, including ID verification, complex application support, liaison with DBS/provider portal and approval of DBS invoices.
- Maintain accurate DBS records and tracking (e.g., spreadsheet log) and ensure timely renewals/updates.

HEALTH & SAFETY

- Support organisational health and safety activity, including coordinating routine checks, training, logging issues and progressing actions with contractors/providers.
- Liaise with external health and safety advisers to coordinate annual fire and general risk assessments and associated actions such as fire drills.
- To be responsible for the day-to day management of Ethelbert Road (and any other additional buildings ensuring that any health and safety concerns are addressed).

DATA PROTECTION

- Act as Data Protection Officer, managing the DPO mailbox and coordinating responses in line with UK GDPR.
- Manage Subject Access Requests, maintaining a log, preparing documents and ensuring accurate, timely disclosures in accordance with policy and statutory timescales.
- Manage data breach reporting and escalation, including liaison with the ICO where required.
- Ensure compliance with data protection and GDPR requirements

3. MANAGEMENT RESPONSIBILITIES

- To manage work allocation within the service adhering to the established protocols.
- To manage staff within the service, allocating work in line with agreed workloads
- To provide 1:1 management supervision for all staff within the service
- To report to the CEO and Board of Trustees on service activity
- To discharge **Bromley Y** duty of care to staff in line with the policies and procedures
- To ensure that all staff keep accurate and appropriate records, providing information for monitoring and evaluation as required by **Bromley Y** policies and procedures and in line with good practise.
- To ensure that all staff in the service comply with all organisational policies and procedures and the staff Code of Conduct.
- To identify staff training requirements and to lead, participate in and actively contribute to individual supervision, training and team meetings as required.
- To ensure staff work in accordance with the **Bromley Y** s objectives, values and policies.
- Lead and promote the work of **Bromley Y** and encourage positive understanding, awareness and attitudes
- To provide support and guidance to others with the aim of improving skills, and knowledge
- To lead and participate in team and service meetings as required.
- To contribute to the evaluation of all areas of service delivery, client and professional satisfaction and the impact of interventions.

4. EDUCATION AND TRAINING

- Identify training needs across the supervisees.
- Attend locally and nationally organised training appropriate to the work role
- To ensure knowledge and skills are continuously developed and maintained at a high level of competence.
- To identify training needs through supervision and personal development plans.
- To deliver training services/workshops and to take part in their evaluation.

5. RESEARCH AND DEVELOPMENT

- To contribute to establishing essential networks, knowledge base of resources and maintain links with relevant community organisations.
- To contributing to identifying service needs and gaps across with regard to children's mental health and wellbeing.
- Develop skills in service evaluation and audit to ensure the overall development of the service.

6. GENERAL

- Keep accurate and appropriate records, providing information for monitoring and evaluation as required.
- Participate in, and actively contribute to, individual supervision, training and team meetings as required.
- Work in accordance with the service's objectives and values.
- Comply with all organisational policies and procedures, and in particular to ensure safe, fair and responsible working practices
- Undertake duties to ensure the health and safety of post-holder, colleagues, service users, volunteers and visitors.
- Work flexibly, being prepared to perform other duties commensurate with the role.
- Actively support and promote any fundraising activities as part of the day-to-day duties.
- Promote the work of **Bromley Y** People and encourage positive understanding, awareness and attitudes towards emotional wellbeing and mental health.
- Work at all times to promote equality, diversity and individual rights.
- Work alongside and ensure active service user participation in all aspects of work, including monitoring of activities.
- To participate in the development of local safeguarding child protection, joint agency procedures and other relevant local procedures.

7. PEOPLE MANGEMENT

- Line-manage the Business Support Team, ensuring appropriate supervision, carry out regular line management meetings, performance management and staff wellbeing support.
- Ensure adequate reception/welcome room and telephone cover, including planning for leave and sickness to meet business needs.
- Act as an escalation point for complex queries (phone, email, welcome room), and for supplier, equipment and building issues.
- Chair regular Business Support Team meetings and ensure actions are followed up.
- Provide mentoring, guidance, coaching and support to team members
- Identifying gaps in team members knowledge and arranging training to support continued professional development/knowledge
- Managing minor issues of poor conduct and performance through Advice & Counselling
- Identifying if staff would benefit from a Wellness Action Plan to support their wellbeing in the workplace
- Managing sickness absence including carrying out return to work interviews
- Managing holiday requests ensuring operationally feasible in line with service needs
- Leading and carrying out appraisals including setting and monitoring SMART performance objectives
 - Managing the administration and welfare of the team, including induction and continuation training, probation,
- Involvement in recruitment and selection for team members and new employees on boarding
- Communicating business developments and objectives to team members
- Report to CEO with regards to team and individual performance, conduct and welfare

JOB SPECIFICATION

	DETAILS	ESSENTIAL	DESIRABLE
EXPERIENCE	Enhanced DBS	X	
	Completion of Management Course		X
	Over three years' experience of staff management	X	
	Experience of working with multi-agency partners and other managers to respond to the needs of other teams.	X	
KNOWLEDGE SKILLS AND COMPENTANCIES	Working knowledge of Health, Social Services, Education and the Voluntary Sector		X
	Demonstrate knowledge and skills in identifying systems for supporting emotional wellbeing and mental health needs in the community and facilitating access for young people and families		X
	Knowledge of relevant national policies and guidance in relation to children's services and business practice.	X	
	Ability to manage a workload and met the required deadlines.	X	
VALUES	Can demonstrate support for the values and beliefs of the Bromley Y and for its services	X	
	Can demonstrate support for the THRIVE model and the RESPECT principles	X	
	Holds positive attitudes to diversity, equality and enabling access to services for all	X	
	Holds a positive attitude toward children and young people, particularly those with emotional and mental health difficulties	X	
	Able to work from home, utilising remote technologies		

PERSONAL ATTRIBUTES		X	
	Flexibility across hours of work when required.	X	
	Excellent computer skills and abilities	X	