

Job Description and Person Specification

Business Support Office Manager

Location	St Edmunds Office, York. YO10 4UX	Reports to	Finance and Infrastructure Manager
Hours	35 hours per week	Working pattern	Monday - Friday
Contract term	Permanent	Type of role	Business Support / Core
Direct reports	Up to 4 staff and team of volunteers	Version	July 2024
Salary	£26,754 (full time)	Holidays	5 weeks and 1 day plus bank holidays

Context

Age UK York is a local charity which exists to support the older people of York, their families and carers. Together, our team provide a wide range of services which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to help and brings a variety of perspectives so, together we are best able to support older people in York.

Through a dedicated team of staff, volunteers and supporters Age UK York has been supporting older people in York for over 50 years and exists to be there when needed and realising our vision where York is an age friendly city where older people are able to enjoy a life of quality, opportunity, and dignity.

Purpose of the role

The Business Support Office Manager will ensure the efficient and effective running of our Age UK York office, and the processes and systems needed to facilitate this. This extends to the other premises used by our organisation including our charity shops in York.

Responsible for the development and operational delivery of the organisation wide business support function. This involves management and provision of services provided by our small team of administrators. Working to ensure other managers' expectations are managed effectively to ensure competing business priorities are met whilst maintaining a high quality of customer service.

The role will provide essential organisational support covering Information and Communications Technology (ICT) arrangements, estates management, and associated health and safety and risk arrangements. These will include our variety of systems and range of external supplier partnerships, ensuring they continue to offer the best operational and value for money benefits to meet our evolving needs.

The postholder will form a vital part of Age UK York's collective drive in realising our ambitions and shaping our future in meeting the needs of older people across York.

Responsibilities

Management of our Business Support Administration function

- > Line management to the Business Support team, including Senior Administrator and Administrator roles.
- > Work with service managers to align the cross-organisation Business Support function to the developing needs and priorities of our operations.
- > Ensure the effective delivery Age UK York's reception function and overseeing compliance arrangements including the Quality of Information and Signposting Standard (QISS).

Estate management

- > Management of our St. Edmunds office ensuring a safe and effective working environment for all our team and visitors.
- > Provide oversight and support directly and through the team to our shop locations across York, working with our shop teams to ensure suitable high quality and welcoming locations.
- > Continuing review and development of our estates and associated procedures and arrangements to ensure they continue to best meet our evolving needs in delivering against our organisational priorities.
- > Liaising with external stakeholders, including providers, landlords, suppliers and partners in undertaking works and surveying support.
- > Be part of our office's open and closing team rota and to be one of our points of contact in the event of an alarm activation at our building.

Equipment, Systems and Resources

- > Provide management and ownership of the systems used across our organisation including day to day administration through the Business Support function. Include user access, communication and troubleshooting support.
- > Manage relationships and act as operational point of contact for our outsourced service provider and suppliers, including for IT, Telephony, Mobile Phones and Wi-Fi, ensuring the most effective arrangements and agreements in support of our organisation both in respect to provision and cost.
- > Oversee day to operations of the charity's ICT systems and arrangements and support future planning and harnessing technology to support and strengthen our charity including for our people and those we exist to help.
- > Work alongside operational teams to review and arrange for developments to these resources and support functions to best meet operational needs.

- > Oversee the provision of guidance, training and other support arrangements to help develop the confidence, expertise, and learning of colleagues across the organisation's as part of the wider learning and development programme.

Information Management

- > Responsible for effective information and file management within the organisation, ensuring that information is collected, maintained and destroyed in line with all relevant legislation and guidance including organisational retention policy.
- > Oversee the administration of databases, acting as main point of contact for our Customer Relationship Management (CRM) systems including Charity Log and Care Planner.
- > Ensure that databases are developed and used effectively to support excellent delivery of services and to drive improvement of services and applications for additional funds including effective monitoring, evaluation and evidencing our impact.
- > Oversee the day to day running of our website and social media accounts. Ensure information is accurate, current, accessible and relevant. Work alongside wider colleagues, including CEO, in the delivery of agreed communication, media and marketing plans and deliverables.
- > Oversee our organisational complaints, compliments and comments process and the wider business support team's role within our service user engagement arrangements.
- > Work with CEO and other colleagues in our obligations in accordance with data protection law – including GDPR – and undertake named duties such our assigned information governance role registered with Information Commissioner's Office (ICO) and commitments to partners such as NHS.

Health and Safety and Risk Management

- > Work with the CEO and colleagues in leading organisational Health and Safety and our commitment to the highest standards for our people and all who use our services.
- > Oversee update and delivery of risk registers with services and organisational risk register alongside CEO, Senior Managers and Trustees.

Business Continuity

- > Work with CEO, management and across teams, volunteers and trustees to undertake Business Continuity Management arrangements enabling our compliance with recognised standards.
- > Undertake collective preparation, planning, training and exercises to support Age UK York's readiness and recovery from disruption in ensuring our ability to continue delivery of our vital services.

Other duties

- > Undertake a range of other duties and project based work designed to ensure that Age UK York continues to meet its strategic, business and operational commitments and requirements including high quality and innovative services to older people in York.

Supervision received

You will report to the Finance and Infrastructure Manager and will also work closely with all senior managers and managers colleagues.

Person Specification

Category	Essential	Desirable
1. Education, qualifications and training	<ul style="list-style-type: none"> Educated to A-Level (or equivalent by experience) 	<ul style="list-style-type: none"> Professional qualification relevant to the responsibilities of the role. Management qualification.
2. Knowledge and skills	<ul style="list-style-type: none"> Self motivated with effective organisational skills, including prioritising, managing competing demands and monitoring own and others workload. Ability to motivate and lead an effective team to provide a high level of customer service and ensure effective administrative support across an organisation. A sound understanding of computer and communication systems. Fully competent in the use of Microsoft Excel, Word, electronic filing and data management systems. Knowledge of GDPR regulations. Working knowledge of health and safety legislation and regulations. Strong interpersonal, written and oral communication skills. Including compiling and interpreting data information, preparing reports and presenting key information to senior managers and colleagues 	<ul style="list-style-type: none"> Knowledge of charity law and regulations. Data Protection professional qualification.
3. Experiences	<ul style="list-style-type: none"> Relevant experience in business support: administrative, ICT or data management. Experience of line management, motivating, supporting and developing both direct reports and other colleagues. Strong project management and change management skills with experience in influencing internal and external stakeholders. 	<ul style="list-style-type: none"> Previous working within the Voluntary and Community Sector. Experience of specialist topic sessions and/or training to varied audiences, including operational managers. Monitoring and reporting including evidence based recommendations for

	<ul style="list-style-type: none"> • Experience of supporting robust and evidence based data management and protection arrangements. • Work based experience of operational delivery of effective and resilient computer and communication systems. 	<p>onward improvements and development.</p> <ul style="list-style-type: none"> • Experience of managing premises and business resources. • Experience of creating, communicating and presenting reports to a range of audiences
4. Attributes	<ul style="list-style-type: none"> • Commitment and self awareness to undertake continuous professional development and its application. • Passion and commitment to work within a not-for-profit organisation and support a team approach in working to help others. • Commitment and support to equality, diversity and inclusion. 	<ul style="list-style-type: none"> • Interest and experience in continuous learning in digital technology and practically harnessing to strengthen an organisation and help it to realise agreed priorities.
5. Additional requirements	<ul style="list-style-type: none"> • Demonstrate an understanding, support and commitment to Age UK York's Vision, Mission and Strategic Aims, and our efforts to realise them. 	