

Business Support Manager Recruitment Pack



About us



We're Supportability

Since 1953 we have been supporting children, young people and adults with a wide range of complex learning and physical disabilities. Our aim is to enable those with a learning and physical disability to live a fulfilled and independent life.

How do we help?

Put simply – we 'Support'.

We're passionate about providing quality support services that enable those with complex learning and physical disabilities to access and use their inherent capabilities. Supportability enables those with a learning and physical disability to enjoy and take part in everyday life experiences.

Our Vision

Where people with a learning and/or physical disability are present and active participants in their local community and have the opportunity to live fulfilled lives.

Our Mission

To stand alongside the people we support, providing them with the skills, opportunities and confidence to participate as they would choose in the life of their communities.

Our Values

Our values underpin everything we do in order to make life better for people with disabilities.



Values

→ **Opportunity** Where people thrive through choice.

→ **Inclusive** Respecting and championing our differences.

→ **Caring** Caring for each other in a way that we would wish to be cared for.

→ **Wellbeing** Creating meaningful relationships and having good support networks.

Our Services



Day Opportunities

We offer activities at our day service in Heaton Moor to adults who have learning disabilities and complex needs.

Activities include accessible yoga, computers and IT, cookery, crafts, dance, days out, music, relaxation, sports, accessible cycling and more.

Leisure Choices

Our daytime, Saturday and evening leisure groups offer a wide range of both outdoor and indoor activities in Stockport and the surrounding areas, providing opportunities to socialise, keep active and have fun.

Activities include; accessible cycling, crazy golf, indoor bowling, outdoor archery, trips to museums and galleries, walks in country parks and more.

Residential Care

Supportability offers residential care at Cheddle Lodge, a purpose-built home located close to Cheadle town centre. We can accommodate up to 13 residents aged 18 plus.

Cheddle Lodge specialises in providing care and support to adults who have learning disabilities and complex needs.

Our Benefits



Annual Leave

There is a basic entitlement for all staff of 30 days annual leave (210 hours) per annum for full time employees inclusive of bank holidays (pro rata for part time employees based on the number of contracted hours worked). This entitlement increases with length of service.

Company Sick Pay

Depending on your length of service, you may be entitled to company sick pay. This also includes any entitlement to statutory sick pay (SSP).

Employee Assistance Programme

Access to a 24/7 helpline to talk to someone about a range of issues including family, bereavement, trauma, relationships, mental health, personal legal information, tax information, money management and more.

GP Anytime

As part of our partnership with Health Shield, you can speak to a GP face-to-face on the go. Appointments are accessible on your mobile, tablet or laptop and you can have your prescription delivered straight to your home address.

Health Cash Plan

You can claim back payments on certain health treatments as part of our partnership with Health Shield. This includes dental (including emergencies), optical, chiropody, podiatry, physiotherapy and more.

Maternity and Paternity package

We offer 12 weeks at 50% of salary, inclusive of statutory maternity pay. We offer two weeks paid paternity leave.

Pension scheme

Employees will be automatically enrolled into a scheme provided by Now Pensions in their third month of employment if they meet the eligibility criteria.

Training and development

Supportability is committed to the learning and development of its employees.

Business Support Manager Role Description

Salary: Point 32- 35 / £31,649.80 - £34,052.20

Reporting to: Deputy CEO

Overview

Working across services and departments, the Business Support Manager will work to ensure there is a continual service improvement of the operational and back-office processes and systems. Drive improvement, efficiency, support growth and play a pivotal role in delivering end to end processes in Business Support operations of the charity.

As Business Support Manager, you will be responsible for driving the modernisation of organisational standards, whilst driving an operational culture of stability and performance improvement.

Roles and Responsibilities

Provide line management to the Office Manager who oversees the administration team and drive administrative efficiency and improvement.

Ensuring the administration team maintain their independence in providing support across the organisation and assist in providing comprehensive administrative support, including scheduling, correspondence, record-keeping, and maintaining organised records of contracts and essential documents.

Line Manage the Marketing Coordinator and work with them to maximise marketing campaigns and enhance the Supportability Brand.

Line Manage the Bid Writer and Events planner on an ad hoc basis.

Working across marketing and the admin team, oversight on fundraising and local authority contracts/frameworks activities and ensure fundraising events are set up and run successfully. Maintain any fundraising databases to ensure they remain up to date and accurate.

Oversight of internal contract monitoring for the charity.

Modernise and develop a number of processes and systems that sit in both operational and business support to ensure services are being effectively and efficiently managed. Implement quality control measures to ensure accurate and reliable data monitoring.

Prepare regular reports and documentation on programme outcomes, trends, and challenges for SLT, Operational and Business Support teams.

Lead on the management of the charities IT requirements in conjunction with our IT provider and SLT to include equipment, infrastructure and contract oversight.

Manage and lead on all matters concerning data security, protection and GDPR compliance across the charity.

Assist in planning and executing special projects, coordinating project timelines, resources, deliverables, and monitoring progress to ensure successful implementation.

Work autonomously to follow up on actions and complete projects. Be able to identify business areas that require process and system improvements and work with operational and business support leads to develop solutions to enhance operational efficiency.

General

To undertake any other reasonable duties within the post as required by the line manager/Supportability.

Read and understand all Supportability policies and procedures.

To carry out all duties in line with the charity's policies and procedures.

To recognise any safeguarding concerns/disclosures and take appropriate action to raise those concerns/disclosures as stated in charity safeguarding policies.

Contribute to the development of the overall culture of the organisation actively promoting innovation and equality, diversity and inclusion.

Promote our Vision and Values, demonstrating best practice in managing others.

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- Wellbeing – Create meaningful relationships and having good support networks.

Required skills

	Essential	Desirable	Assessed by
Excellent administration and secretarial skills.	x		
Ability to work with complex databases and electronic records.		x	
Previous line management experience is desirable.		x	
Ability to drill down the detail and view information holistically and articulate clearly to a range of audiences from that data.	x		
Clear communicator who is able to influence and motivate across departments and all levels to drive ideas and solutions.	x		
Exceptional IT skills with the ability to roll out new systems and processes to others.	x		
Educated to a degree level is desirable or equivalent experience.		x	
Expert in Microsoft and other other software / platforms.	x		
Experience of coordinating projects through whole lifecycle.	x		
Excellent strategic planning and problem-solving skills.	x		
Line management experience.	x		

How to apply



Please send your CV and covering letter demonstrating how you meet the requirements of the role to Rachel Chadwick, Head of HR at hr@supportability.org.uk

Please note that successful appointments will be subject to a Standard DBS check, two satisfactory references, valid right to work in the UK and occupational health clearance.

If you require any reasonable adjustments for your application or interview, please contact hr@supportability.org.uk.

Supportability

Making life better for people with disabilities



www.supportability.org.uk



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