

JOB DESCRIPTION:
BUSINESS SUPPORT TEAM LEADER (DELIVERY)



Reports to: Business Support Manager	Responsible for: Team of full & part-time staff, currently 5 reports
Date: April 2022	Salary band: £28,000 (pro rata, based on a 40-hour week, with this role being 30 hours per week)

Role and Responsibilities

Working closely with the Business Support Manager and colleagues from across Brathay to ensure that the Business Support (Delivery) team offer a consistent, high quality, proactive service to customers (internal and external). You'll support the team to manage systems, relationships and resources aligned to Brathay's needs and will excel at prioritising and allocating support on a continuous basis.

Key Tasks
Management Reporting to the Business Support Manager you'll lead and motivate your team to provide a service-focussed around proactively supporting colleagues from across the organisation. <ul style="list-style-type: none">• Ensures team operates in an aligned and supportive way.• Ensures good communication and teamworking within the delivery-focussed team.• Reports regularly on the performance of your team against a set of agreed key performance indicators.
Day to day operations <ul style="list-style-type: none">• Ensures the provision of easy to use, efficient, customer-focused, business support for delivery-based activity.• Manages the team on a day-to-day basis including the allocation and prioritisation of work, liaising with the Business Support Manager to ensure a smooth and efficient service.• Supports the day-to-day processes and systems to ensure the appropriate and timely allocation of associates (freelancers) to delivery / programmes.• Supervises the day-to-day requirements and systems needed to deliver apprenticeships in line with Educational and Skills Funding Agency (ESFA) requirements.• Collects and collates feedback from internal customers on the services provided and is responsible for the continuous improvement of those services and processes.• Supports the Business Support Manager with the regular reporting requirements of the wider organisation and helping to ensure this data is accessible to a variety of stakeholders.

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Systems

- Supports and oversees the day-to-day usage of business processes associated with the effective delivery of Brathay's programmes, including Cinolla and the delivery hub, as well as owning the IT administration processes.
- Reviews and challenges processes and practices to identify and deliver on-going and useful process improvements.

Compliance

- Ensures that the necessary compliance frameworks are supported and engage with the audit processes as required e.g. Ofsted, ILM
- Works with colleagues to ensure contracts and supporting documentation (customer and associate) are regularly updated, supported and managed in line with the current best practice, legislation and the Scheme of Delegation.

Tender due diligence

- Supports the tender process, ensuring information is provided to the business in a timely manner to meet tight submission timescales.

Administration

- Ensures the provision of administrative support to Brathay's managers on the basis of reasonable requests and identified prior need.

Miscellaneous

In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

Skills and Experience

Essential

- Experience in supporting and motivating an administration team to deliver exceptional customer service
- Ability to build an effective team culture, with strong teamwork skills
- Highly organised with the ability to work under pressure and to competing deadlines, allocating and prioritising work to the most appropriate team member
- Proactive at supporting the team to develop their skills across the team
- Works with stakeholders to identify required process improvement and working with stakeholders to drive change
- Experience in supporting colleagues at all levels to follow processes ensuring efficiency and effectiveness of work
- Confidence in using IT and digital platforms, and when promoting usage to others
- Ability to work within cyber security guidelines and with the drive to develop further
- Understands UK GDPR regulation and confidently works within guidelines
- Logically approaches work, with good analytical and problem-solving skills

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- Flexibly responds to changing business needs with a positive approach
- Excellent oral and written communication skills
- Excellent IT skills, particularly Outlook, Word and Excel
- Great attention to detail
- Strong level of numeracy

Desirable

- An active interest in the charitable sector and the work of Brathay

Education and Qualifications - essential

- Educated to degree standard or equivalent and/or has substantial work experience in similar role(s)

Limits of Authority

Limits of financial authority are set out in the following documents, all of which are available on the intranet

- Scheme of Delegation Detailed
- Scheme of Delegation - Matters Reserved for the Board
- Expenditure authorisation

After satisfactory completion of probation, the post holder may authorise

- expenditure up to £2,500 from budget headings for which they are the budget holder
- sales contracts up to £nil

Other Essential

- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements
- **GDPR and Cyber Security:** adheres to Brathay's policies and guidance, as well as other recommended and statutory requirements
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working:** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time
- **Research:** contributes to the research activity of the Brathay Research Hub

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

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