



Third Sector  
Dumfries and Galloway

## Job Description

Job Title	Business Manager
Line Manager	Chief Executive
Management of other staff	Business Support Team
Working hours	28 hours over 4 or 5 days, times flexible to be agreed in advance
Salary	Salary in the range of £21,512-£22,819 pro-rata (based on a full-time salary of £26,891-£28,524)

### Our organisation

The purpose of Third Sector Dumfries and Galloway is to improve the quality of life of the most vulnerable and disadvantaged within Dumfries and Galloway. We do this by working with third sector partners and public sector agencies to identify areas and communities of greatest need, design responses and create an environment for innovation and growth.

Our core services are:

- Helping third sector organisations start, develop and grow
- Encouraging and involving volunteers
- Finding suitable funding
- Creating and delivering sustainable business plans
- Identifying the best way to manage people and money
- Connecting the sector with Community Planning and NHS Integration

### Overview of the role

The Business Manager is responsible for:

- Management and delivery of 'back office' operations including finance, HR, health and safety, property and general compliance. Other areas of responsibility include assisting the Chief Executive with governance, funding and reporting. The Business Manager will be the internal expert in certain areas (specified overleaf), capable of providing advice to the Chief Executive and Board when required.
- Delivery of special projects and continuous improvement within the organisation, working alongside the Management Team, other TSDG staff, board members and on occasion external partners.
- Management and delegation of work to the Business Support Team who are responsible for the administrative internal processes and procedures underpinning the day-to-day work of TSDG. The Business Manager will ensure that processes are effective and streamlined to ensure a quality, value for money service.
- Provision of higher level/more complex administrative support to the Management Team and board members.

## **Management and delivery of 'back office' and other operations:**

- **Finance**

- Be the internal expert on analysis of the monthly financial reports (produced externally) to check budget v expenditure, identification of errors, concerns and areas for challenge/improvement. Update the Chief Executive/Management Team in a timely manner (ensuring adequate briefings before meetings etc), recommend and follow through on actions where appropriate.
- Create, maintain and ensure rigorous financial procedures, liaising with the Accountant as required.
- Production of summary reports for various meetings (ie transposing data into an accurate and easy to read format).
- Assisting Management Team with preparation and monitoring of budgets.

- **Human Resources**

- Be the internal expert in TSDG's employment policies - ensure that TSDG is complying with these policies and introduce methods of checking their fitness for purpose and compliance with employment law (seeking professional advice when required).
- Internal lead in all HR activities including recruitment administration, starter/leaver administration, induction, training, absence management, employee relations (seeking professional advice when required).
- Ensure that payroll is informed of starters, leavers and changes in a timely manner.
- Keep accurate and confidential personnel files and records.

- **Health & Safety**

- Ensure TSDG has appropriate health and safety policies and systems in place, including but not limited to risk assessments, fire procedures, DSE assessments, PAT etc. Ensure delivery against actions (which may include direct delivery by the Business Manager or their team, or external delivery). Seek professional advice or services when required.

- **General compliance**

- Maintain the records required for other areas of compliance (funding, GDPR, external bodies and any other relevant legislation/requirements).
- Keep abreast of relevant legislation as it affects TSDG, informing the Chief Executive in a timely manner and creating and overseeing appropriate action plans.

- **Property**

- Be the internal expert on TSDG's responsibilities as a landlord and a tenant and ensure delivery of our responsibilities (seeking professional advice when required). Update the Chief Executive on any issues/actions/costs etc on a timely basis.
- Monitor tenancy agreements with TSDG tenants and respond to complaints and queries, taking action as required.
- Deal with all matters relating to property facilities.

- **Funding and Reporting**

- Create and maintain the monitoring and evaluation mechanisms that are needed to provide funders with performance information.
- Ensure timely draw-down of funding allocations to TSDG.
- Working with the Operations Manager and Communications Manager, create and maintain the processes for collation of monitoring and reporting documentation required by funders.
- Create and maintain the annual outcome framework for Scottish Government.

- **Governance and Constitution**

- Be the expert on TSDG's Constitution.
- Ensure that all TSDG activities are consistent with the Constitution. Identify areas for improvement and deliver against these as required, ensuring that any issues are highlighted to the Chief Executive in a timely manner.
- Ensure that all AGMs and EGMs are managed and delivered in a professional and efficient manner.
- Support the Chief Executive in the maintenance of the risk and issue registers and ensure that risks are being managed in line with TSDG risk management policy.

### **Delivery of special projects and continuous improvement:**

- Identify, plan, deliver, monitor and review ad-hoc projects that contribute to the organisation's success and effectiveness.
- Work with relevant personnel to document, maintain and improve internal business procedures
- Promote a culture of continuous improvement, supporting other areas of the business with facilitation of CI activities.

### **Management of the Business Support Team**

The Business Manager will have overall responsibility for the smooth working of this team. The team's main responsibility is to enable the Engagement Team to deliver core services in line with the communications strategy and action plan.

- Line management and leadership of the Business Support Team, including but not limited to delegation of work and performance management.
- Ensure business procedures are understood and implemented effectively by the Business Support Team, including volunteers undertaking administrative work.
- Ensure that administrative support is provided to the TSDG board as required.
- Oversee the administration of initial requests for TSDG services, ensuring appropriate delegation and follow-up.

## Direct provision of higher level/more complex administrative support:

- Reduce workload of the Chief Executive through effective planning and time management, anticipating actions, meeting and report preparation, error checking, ensuring timely communication etc so that the Chief Executive is prepared for forthcoming meetings and activities.
- Oversee the administration of roadshows and events.
- Work with the Operations Manager and Communications Manager to keep the STAN database accurate, complete and up to date.
- Carry out other admin tasks as and when required including provision of cover when team members are absent.

## General

From time to time the Business Manager will be required to represent TSDG in meetings and forums with stakeholders , including:

- Key partners and prospective partners
- DGC and Scottish Government staff
- NHS and Health and Social Care Partnership staff at locality level

Adhere to the organisation's policies and procedure.

Produce accurate work, deliver within agreed budgets and timescales.

Carry out other duties as may be assigned from time to time. This job description is subject to change as the needs of the organisation change.

## Person Specification

	Essential	Desirable
<b>Skills, Knowledge &amp; Experience</b>		
Able to create, deliver and monitor business processes and procedures	x	
Good attention to detail, able to produce accurate work in a timely manner	x	
Plan and manage workload	x	
Manage staff, lead a team and delegate work	x	
Experience of providing board support	x	
Experience of HR and H&S activities		x
Broad knowledge and understanding of the third sector		x
Ability to use Microsoft Office package.	x	
Project management / continuous improvement skills		x
<b>Education/Qualifications</b>		
Educated to degree level or equivalent		x
<b>Other Requirements</b>		
Valid driving license and access to a car with business insurance for work purposes	x	

