

## **Business Support Team Leader**

### **Job Description**

**Post:** **Business Support Team Leader**

**Hours:** **35 hours per week**

**Salary:** **£29,936**

**Responsible to:** **Chief Executive**

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Fair Deal is an award-winning Social Enterprise providing support for people with learning disabilities and additional support needs. Established over 30 years ago we have been recognised for our ground breaking work. Based in Glasgow, we work alongside the people we support, to help them have the kind of life they want. At Fair Deal we are committed to personalised individual support arrangements enabling our clients to build and maintain the life they choose.

As head of the Business Support Team, you will lead a highly motivated team to ensure delivery of an efficient and directed support to both the leadership team and the operational teams. In addition, you will work closely with the Chief Executive to ensure compliance with code of governance and support the overall business direction of the organisation.

#### **Strategic Objectives**

- To design, manage and monitor systems which enable the organisation to meet the needs of the people we support and our staff.
- To implement, manage and monitor personnel systems including providing statistics and reports to the CEO and Board of Trustees to enhance the practices within the organisation.
- To provide leadership and management which enables the Business Support Team to deliver and continually improve administrative, financial and corporate governance services to Fair Deals operational departments.
- To contribute to the development of new service initiatives by providing administrative support and systems that are accessible to Fair Deal staff.

- To represent Fair Deal in contractual negotiations
- To assist the Chief Executive to ensure compliance with the Code of Governance and to meet regulatory requirements.
- To ensure all personnel responsibilities are fulfilled in line with employment law and to ensure effective line with the payroll provider.
- To provide a PA function to the Chief Executive.

## **Detailed Responsibilities**

### Leadership

1. Provide leadership, support, and line management to a team of 3 to 4 business support staff.
2. Provide advice and direct support to the operational staff and managers when required.
3. Maintain and monitor high standards of professional administrative practice within Fair Deal and undertake quality monitoring and quality improvement processes.
4. Ensure effective liaison with internal departments and external partner agencies (including finance, HR, IT)
5. Contribute to the ongoing development of policy, practice and operational procedures to ensure best practice and highly personalised service delivery.
6. Liaise with the finance, HR administrators and insurers and other relevant agencies on matters relating to the safeguarding of the organisation.
7. Work in partnership with the payroll provider.

### Development

1. Liaise with external agencies including social work in relation to funding, commissioning, contracting and service design.
2. Actively liaise with Fair Deal Team Leaders to ascertain requirements and, where appropriate, design and develop outcome-based reporting and recording systems to meet these needs.
3. Contribute to the development of personalised support services.
4. Develop administrative systems that enable the organisation to record outcomes of people we support.

5. Undertake a lead role in contractual negotiations and arrangements including in relation to IT, communications, software, and HR issues.
6. Ensure effective liaison with other sections within Fair Deal in relation to all administrative functions.
7. Contribute to strategic planning.

### **General**

1. Work closely with the CEO and operational team to maintain locality specific information resources to ensure that people who wish to use Fair Deals services can access accurate information.
2. Work alongside staff and people we support to ensure that Fair Deals activities and services are appropriate and benefit the people who use them.
3. Represent Fair Deal at community events, conferences, seminars, and other forums.
4. Other duties within the main areas of responsibility as required by the Chief Executive.

The main responsibilities are listed above, however, this list is not exhaustive, and the employee would be expected to perform any other duties that may reasonably be required in line with your main duties.

### **Essential Skills**

- Experience of financial monitoring and control
- Experience of managing budgets effectively
- Educated to Higher level or equivalent including English.
- Good working knowledge of all main software packages (MS Excel, Word, Outlook)
- Excellent organisational skills and ability to delegate effectively.
- Excellent leadership skills
- Excellent interpersonal and oral and written communication skills
- Ability to motivate others.
- Commitment to the ethos and values of Fair Deal

**Desirable Skills**

- Up to date knowledge of regulatory requirements (OSCR, Companies House, Care Inspectorate etc)
- Experience of managing staff, including experience in recruitment and staff development
- Willingness to work out of hours on occasion to meet organisational needs

Closing Date: 10/04/2023

CV and cover letter to be addressed to [info@fair-deal.org](mailto:info@fair-deal.org)