

Job Description

Business Services Manager - Compliance

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our vision is an inclusive society where we all have the opportunities to live valued and fulfilled lives. Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#) [Read about our strategic aims](#)

1 Overview

This post manages areas of Business Services such as Health & Safety, IT, Data Protection, Sustainability and other aspects of organisational compliance.

The post holder will carry out all tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, and in line with our values.

This role requires proven competence in Health & Safety management, Data Protection management, Digital Transformation and/or Sustainability with the ability to manage and prioritise a range of responsibilities.

2 Tasks and Responsibilities

Staff Management

- Manage, develop and support staff to achieve excellence in all areas of performance, and adhere to HR policies and procedures
- Ensure staff have the skills and learning opportunities to be highly effective in their roles
- Ensure each staff member has an individual work-plan linked to Cyrenians' strategic aims and receives regular 1:1 meetings.

Health and Safety

Ensure all aspects of Health & Safety (H&S) across the organisation are legally compliant and within our H&S policy:

- Manage the review and updating of documentation, policies, processes and systems to ensure compliance
- Develop and maintain a centralised reporting system for H&S
- Proactive communication on H&S matters
- Ongoing H&S management, providing managers across the organisation (who have delegated responsibility for H&S within their areas) with support and guidance - supported by external consultants
- Improve service managers' H&S skills and systems via review, training and support
- Develop cyclical audit of H&S practices at all premises.

Data Protection

Manage all aspects of data protection, ensuring compliance:

- Review, manage and update documentation and policies to ensure compliance, supported by Senior Business Services Manager
- Develop robust processes and systems to ensure compliance supported by Senior Business Services Manager
- Develop understanding and data protection requirements across the organisation
- Proactive communication on Data Protection matters
- Ensure staff and managers are informed and/or trained regarding Data Protection compliance, providing support to them as required
- Manage the archiving of electronic and hard-copy documentation in line with our retention policy.

Sustainability

- Support the Senior Business Services Manager to manage the overarching plan for Sustainability across the organization
- Develop understanding and implementation of Sustainability processes, initiatives and reporting across the organisation
- Ensure staff and managers are informed and/or trained regarding Sustainability, providing support to them as required.

IT and digital

- Manage our third-party IT and support contract relationship, ensuring high standards of IT performance are maintained
- Lead on any staffing queries which fall out with our third-party support contract
- Support the Senior Business Services Manager in developing and delivering all IT aspects of the digital strategy
- Support the Senior Business Services Manager in identifying and implementing organisational compliance software

3 Person Specification

Essential skills and experience
Experience in leading on Health & Safety/Data Protection/Sustainability and/or digital transformation
Excellent digital skills, including SharePoint and Office 365
Experience of project management
Excellent communicator with an ability to adapt communication style for audience
Adept at stakeholder management
Ability to manage a varied workload, and prioritise to meet competing deadlines

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Business Services Manger
<u>Workplace:</u>	Cyrenians head office in Edinburgh with occasional travel to other Cyrenians sites.
<u>Working Hours:</u>	30 to 37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£34,930 - £39,806 per annum (scale points 31 to 36). Pro rata for part time.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Status:</u>	Permanent
<u>Disclosure:</u>	PVG scheme membership not required

5 Application Details

<u>Closing date:</u>	12 noon on Monday 17 th June 2024
<u>Interview date:</u>	w/c Monday 24 th June 2024
<u>Second stage:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.

Further information can be found at www.cyrenians.scot