



JOB DESCRIPTION

Role Title:	Business Support Manager		
Reporting To:	Chief Executive		
Location:	Bell Street		
Responsible for:	Admin Worker Communications Worker Training & Development Worker		
Role Purpose:	To have responsibility for HR, Training and Development, Communications and Admin management across the organisation.		
Salary	£41,661 - £43,956	Hours of work	35 per week

KEY ACCOUNTABILITIES & RESPONSIBILITIES

Role specific

1. Provide an HR service across all levels of the organisation.
2. Manage admin function to ensure smooth running across organisation, including overseeing IT, database system and GDPR.
3. Manage communications function to ensure that internal and external communications align with the values and strategic direction of GWA.
4. Manage training function to ensure quality domestic abuse training is provided to external organisations and that the training needs of workers is met.
5. Manage volunteer programme by developing suitable roles, recruiting volunteers and managing the training and support provided to them.
6. Provide admin support to the Board of Trustees.

Specific HR duties

1. HR Management
 - a. In conjunction with line managers support the day-to-day management of all HR issues, providing advice, guidance and expertise to create a positive working environment.
 - b. Coach line managers across the organisation to support and manage their teams effectively.
 - c. Provide coaching and advice to managers, Chief Executive and Board to ensure HR matters are handled fairly and consistently in line with legal and organisational requirements.
 - d. To maintain an up to date and excellent knowledge and understanding of Employment Law and to ensure managers and Board are informed of relevant changes.
 - e. To provide support on complex matters related to employment law to the Chief Executive and Board and to liaise with managers where appropriate.
 - f. Support the Chief Executive in the implementation and adoption of any projects that affect our structure, ways of working and how we manage our

- g. Providing support and guidance to staff around HR policies and procedures
- 2. Human resources planning
 - a. Provide advice and guidance on a range of workforce planning and change management initiatives including supporting service redesign, role development and recruitment approaches.
 - b. Contribute to staffing sections of funding applications
 - c. Assist with the production of strategic and long-term business plans
- 3. Recruitment and selection
 - a. Develop and manage recruitment processes to attract and retain high quality women into the organisation.
 - b. Carry out end to end recruitment process including supporting the effective induction of new staff.
- 4. Performance management
 - a. Support managers with S&S and the management of the appraisal process ensuring that the development needs of staff are clearly tracked
- 5. Employment relations
 - a. Support Trade Union activities through arranging and attending regular meetings and dealing with any Trade Union negotiations.
- 6. Employee involvement and communication –
 - a. maintaining and cultivating relationships between staff, managers, Board and Trade Unions. Ensuring workers are heard and sharing relevant information.
- 7. Staff Wellbeing
 - a. In conjunction with line managers support the day-to-day management of absence management and occupational health referrals to support the staff.
 - b. Maintain and further develop initiatives that focus on the wellbeing of staff.
- 8. HR Administration
 - a. Ensure organisational policies are applied consistently and track staff annual, sick and other leave alongside maintaining HR files.
 - b. Proactively maintain, review, and influence the development of HR policies and procedures to reflect organisational, legal, or practical changes.
 - c. To support and provide advice to the Finance Manager with all HR matters in relation to payroll and pensions.

Organisational wide

1. Work in line with GWA values and the SSSC Code of Conduct
2. Positively promote the feminist analysis of domestic abuse.
3. Participate in relevant training, team meetings and development days for continuous professional development.
4. Engage in Support and Supervision.
5. Promote Service User involvement
6. Maintain Health and Safety
7. Play an active role in awareness raising and fundraising
8. Have a contemporary knowledge of all forms of gender based violence
9. Carry out such other appropriate duties as may be determined by GWA.

COMPETENCIES

1. Proactive

Exploring options. Looking at new ways to do things. Being innovative. Strive to make a difference. Carry out tasks without detailed instructions.

2. Judgement

Makes timely informed decision that take into account the facts, constraints and goals.

3. Co-operation

Works harmoniously with others to get a job done. Responds positively to instructions and procedures. Able to work well with co-workers and managers. Shares critical

information with everyone involved. Works effectively on projects that cross teams. Helps to set a tone of co-operation. Seeks opinions. Values working relationships.

4. Communication

States own opinions clearly and concisely. Demonstrates openness and honesty. Listens well during meetings and feedback sessions. Explains reasoning behind own opinions. Asks others for their opinions and feedback. Asks questions to ensure understanding. Exercises a professional approach with others using all appropriate tools of communication. Uses consideration and tact when offering opinions.

5. Problem solving

Anticipates problems. Sees how a problem and its solution will affect others. Gathers information before making decisions. Adapts well to changing priorities, deadlines and directions. Is willing to take action, even under pressure or tight deadlines.

Recognizes and accurately evaluates the signs of a problem. Notifies line manager of problems in a timely manner.

6. Making a difference

Making a difference to the service users of GWA and evidencing this using our paperwork. Look for new ways to evidence making a difference.

Management competencies

1. Vision

Seeing how best to make a difference, communicating and promoting ownership of the vision, promoting a public service ethos, thinking and planning strategically.

2. Self leadership

Demonstrating and adapting leadership and management, improving own leadership, enabling intelligent risk taking, demonstrating and promoting resilience, challenging discrimination and oppression

3. Motivating and inspiring others

Inspiring people by personal example, recognising and valuing the contribution of others, driving the creation of a learning and performance culture.

4. Empowering

Enabling leadership at all levels, driving a knowledge management culture, promoting professional autonomy, involving people in development and improvement

5. Collaborating and influencing

Leading partnership working, influencing people, understanding and valuing the perspectives of others

6. Creativity and innovation

Seeing opportunities to do things differently, promoting creativity and innovation, leading and managing change.

PERSON SPECIFICATION (<i>Knowledge, Experience, Skills & Abilities</i>)		
	Essential	Desirable
Experience	<p>Experience of providing advice and guidance on core HR activities at a senior level.</p> <p>Leading and supporting managers with sometimes complex employee issues.</p> <p>Previous experience in an autonomous HR role.</p> <p>Experience of effective promotion of HR policies across an organisation and of maintaining clear HR records.</p>	<p>Demonstrable knowledge of Third Sector/ Voluntary Sector/ Care (or similar) sector challenges for the HR professional.</p> <p>Experience of Sage HR Software.</p> <p>Experience of working in voluntary sector</p>

	<p>Experience of developing, updating and embedding innovative and supportive HR policies</p> <p>Experience of managing different functions across an organisation e.g. training, admin</p>	<p>Experience of Trade Union environment and Trade Union negotiations</p> <p>Experience of working with databases</p>
Skills and Abilities	<p>Evidence of ability to translate strategy into HR solutions.</p> <p>Demonstrable ability to influence senior managers on HR strategy and decisions.</p> <p>A strategic thinker with ability to implement new initiatives with a hands-on approach</p> <p>Ability to communicate with staff and management in a professional manner.</p> <p>Ability to maintain, develop and operate admin systems.</p> <p>Ability to gather, collate and present statistical information.</p> <p>Ability to work on own initiative to improve existing systems</p>	<p>Mediation skills.</p> <p>Database management.</p> <p>Coaching skills.</p>
Qualifications / Knowledge	<p>CIPD Qualified at Chartered Level.</p> <p>Solid understanding of the key principles of employment law</p> <p>Knowledge of GDPR legislation and practical implementation.</p> <p>Knowledge and understanding of diversity, equalities and human rights both in legislation and good practice.</p> <p>Knowledge and commitment to a feminist analysis of domestic abuse.</p> <p>Knowledge of Disclosure Scotland system</p> <p>Up to date and comprehensive knowledge of employment law and how these impact on the HR function</p>	<p>Knowledge of the Care Inspectorate and SSSC.</p> <p>Knowledge and understanding of the operating environment and risks that exist for Glasgow Women's Aid.</p> <p>Basic understanding on domestic abuse, its cause and effects and a commitment to the work of Women's Aid.</p> <p>ACAS trained workplace mediator</p>

Values	Committed to the values, aims and objectives of Glasgow Women's Aid. Committed to valuing and respecting people and working with diversity. Participation in awareness raising. Participation in fundraising.	
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