



Head of Business Support

Thank you for taking the time out to look at our Head of Business Support vacancy.

We are a suicide prevention charity dedicated to supporting our local communities mental health and wellbeing needs.

Our staff and volunteers take a Trauma Informed & Responsive approach to supporting our community, by using Time, Space and Compassion to create a safe space and environment for all of our members.

By applying for this post, you will begin a journey that could result in you placing a leading role at the heart of our award-winning charity.

You will be the backbone of the organisation, helping to support the essential running in the background, allowing our charity to thrive and prevent suicide.

If this is the challenge you are looking for, we want to hear from you!

Chris Paul
Chief Executive





Job Purpose

The Head of Business Support is a senior operational leadership role within The Anchor and will play a key role in strengthening the organisation's infrastructure, governance, sustainability and operational performance as the charity continues to grow.

The postholder will lead and oversee the operational backbone of the organisation, ensuring robust systems are in place across finance, governance, reporting, facilities, administration, compliance and organisational development.

Working closely with the CEO and Director of Services, the successful candidate will help shape and maintain the professional infrastructure required to support a complex, fast-paced and trauma-responsive organisation delivering suicide prevention, wellbeing and relational support services across Inverclyde and beyond.

This is not a standard administration role. It is a senior leadership position requiring operational oversight, professional judgement, accountability, relationship management and the ability to support strategic organisational growth.

The role will also play an important part in helping The Anchor transition from founder-led systems into a more sustainable organisational structure while protecting the charity's relational culture and grassroots identity.

Key Responsibilities

Senior Leadership & Organisational Development

- Act as a senior member of The Anchor leadership structure.
- Provide operational leadership across all business support functions.
- Work alongside the CEO and Director of Services to strengthen organisational systems, sustainability and performance.
- Contribute to strategic planning, operational development and organisational decision-making.
- Lead on embedding professional systems, structures and accountability across the organisation.
- Support continuous organisational improvement and infrastructure development.
- Identify operational risks and implement solutions proactively.
- Support the organisation through future growth, expansion and change processes.



Finance, Bookkeeping & Income Generation Support

- Lead oversight of financial administration and bookkeeping systems across the organisation.
- Work closely with accountants, payroll providers and finance partners.
- Maintain accurate financial records, trackers and reporting systems.
- Monitor organisational budgets, expenditure, restricted funding and operational costs.
- Support cashflow monitoring and financial forecasting processes.
- Ensure purchasing systems, expenses processes and financial controls are maintained to a high standard.
- Support funding applications, grant submissions and income generation processes.
- Coordinate financial information and supporting evidence for funding bids and reports.
- Monitor grant compliance requirements, reporting deadlines and outcome evidence.
- Assist the CEO and Director of Services in identifying operational sustainability opportunities and improving organisational efficiency.

Data, Reporting & Funding Compliance

- Lead oversight of organisational CRM systems, reporting structures and operational databases.
- Ensure accurate and consistent data recording across all services and programmes.
- Coordinate collation of monitoring information, statistics, outcomes and impact evidence.
- Produce reports, dashboards and operational summaries for senior leadership, Board reporting and funder requirements.
- Support the development of organisational impact reporting and evaluation systems.
- Assist implementation and monitoring of The Anchor's Relational Evaluation Framework.
- Ensure reporting requirements linked to grants, contracts and partnerships are completed to a high standard and within required timescales.
- Use operational data to identify trends, risks, gaps and areas for development.

Building, Hub & Facilities Management

- Lead operational oversight of The Anchor Hub and associated facilities.
- Coordinate building management systems, maintenance schedules and contractor relationships.
- Ensure the building environment remains safe, welcoming and operationally effective.
- Work with external providers regarding utilities, internet, cleaning, repairs and facilities support.
- Support health & safety systems and building compliance processes.
- Oversee room usage systems, operational logistics and workplace organisation.
- Coordinate operational arrangements relating to vehicles, equipment and organisational assets.
- Support future development of additional organisational spaces or community facilities where required.

Staff, Volunteer & Team Management

- Provide leadership and management to business support staff, administrators or volunteers where applicable.
- Support development of a future business support team as the organisation grows.
- Coordinate workload allocation, supervision and operational support systems.
- Assist with recruitment, onboarding and induction processes.
- Maintain oversight of staff records, contracts, PVGs and compliance requirements.
- Support implementation of organisational HR policies and workforce procedures.
- Promote a positive, accountable and relational workplace culture.
- Support staff wellbeing, communication and operational consistency across teams.



External Partnerships & Organisational Relationships

- Act as a key operational link between The Anchor and external business partners.
- Maintain strong professional relationships with suppliers, contractors and partner organisations.
- Liaise with utilities providers, landlords, HR providers, health & safety advisors and digital support services.
- Support relationships with media, communications and social media partners.
- Engage with local business networks and organisations including the Chamber of Commerce.
- Support partnership working that strengthens organisational sustainability and visibility.
- Represent The Anchor professionally within external operational and business-related meetings where appropriate.

Board Reporting, Governance & Compliance

- Lead operational governance support systems across the organisation.
- Coordinate Board administration, governance documentation and reporting processes.
- Prepare reports, operational summaries and supporting papers for Board meetings.
- Maintain organisational compliance trackers and policy review schedules.
- Support compliance with OSCR, GDPR, safeguarding, health & safety and other regulatory responsibilities.
- Maintain and oversee organisational risk registers and associated action plans.
- Ensure accurate organisational records and governance documentation are maintained.
- Coordinate operational responses to audits, inspections and compliance reviews where required.
- Support the development of governance systems appropriate for a growing organisation.



Qualifications, Training & Experience

Essential

- Educated to HNC/HND level or above, or equivalent senior operational management experience.
- Significant experience within operational management, business support, governance, finance or organisational leadership roles.
- Experience operating at a senior or management level within a complex organisation.
- Experience overseeing organisational systems, compliance processes and operational infrastructure.
- Experience supporting finance systems, bookkeeping processes and reporting structures.
- Strong understanding of governance, accountability and professional standards.
- Experience coordinating data, reporting and monitoring systems.
- Strong IT and digital skills, including CRM systems and Microsoft Office platforms.
- Excellent organisational, communication and problem-solving skills.
- Ability to manage competing priorities within fast-paced environments.
- Ability to build and maintain strong professional relationships internally and externally.

Desirable

- Degree level qualification in Business Management, Operations, HR, Finance, Public Administration or related field.
- Experience within the third sector, health, education or community sectors.
- Understanding of charity governance, funding compliance and regulatory frameworks.
- Experience supporting funding bids, grants management or contract monitoring.
- Training or qualifications in HR, governance, GDPR, safeguarding or leadership.
- Experience managing staff, volunteers or operational teams.
- Experience supporting organisational growth, restructuring or change management.
- Understanding of trauma-informed and relational practice approaches.
- Experience within emotionally demanding or high-risk service environments.
- Full UK driving licence and willingness to travel where required.



Skills & Attributes

Essential

- Strong leadership presence and professional judgement.
- Ability to lead systems and operational improvement confidently.
- Highly organised with excellent attention to detail.
- Strategic thinker with strong operational oversight.
- Calm, resilient and solution-focused under pressure.
- Strong interpersonal and relationship-building skills.
- Ability to maintain confidentiality and professional boundaries.
- Commitment to accountability, professionalism and continuous improvement.
- Ability to balance structure and compliance with relational values and culture.
- Commitment to The Anchor's mission, values and community-based approach.

Location & Working Arrangements

This role offers flexible and hybrid working arrangements, recognising the importance of work-life balance, flexibility and modern working practices. The successful candidate will have the option to work remotely for significant parts of the role where appropriate. However, due to the senior operational nature of the position, there will be an expectation to attend The Anchor Hub and other Inverclyde-based locations when organisational, operational or leadership requirements require this.

This may include:

- Leadership and management meetings
- Board and governance meetings
- Staff support and supervision
- Building and facilities oversight
- Partnership and stakeholder meetings
- Operational planning sessions
- Service or organisational development activity
- Periods requiring increased in-person operational presence

The role therefore requires someone who can work flexibly, independently and responsibly across both remote and in-person environments while maintaining strong communication, visibility and leadership across the organisation.



Why Join The Anchor?

At The Anchor, we believe strong teams create stronger communities. We are committed to creating a supportive, flexible and values-driven workplace where staff feel trusted, supported and able to grow.

Benefits include:

- Flexible and hybrid working arrangements
- Life Balance Days
- Generous annual leave entitlement
- Pension contribution
- Access to paid counselling and wellbeing support
- Team wellbeing and reflective practice days
- Ongoing training, learning and CPD opportunities
- Opportunity to shape and influence a growing organisation
- Opportunity to make a genuine community-level impact across Inverclyde and beyond
- Being part of a relational, trauma-informed and ambitious organisation committed to hope, belonging and suicide prevention

Additional Information

This is a senior leadership role within a growing organisation delivering services within complex safeguarding and community contexts.

The role requires flexibility, initiative and the ability to operate confidently within fast-moving environments where strong operational leadership is essential.

Occasional evening and weekend work may be required in line with organisational need.

The successful candidate will be required to join the PVG Scheme and undertake appropriate safeguarding training.

The Anchor is committed to equality, inclusion and trauma-responsive practice across all aspects of its work.



- 35 hours per week
- Permanent contract (funding dependent in future)
- Salary ranges from £38,500 - £43,500
- The opportunity to work for an award-winning charity & national finalists at the s1Jobs awards for our commitment to employers and volunteers, making a real difference in our community
- Defined contribution pension and occupational Sick Pay
- Access to Occupational health support and paid external therapeutic interventions
- Regular Reflective Time (supervision) focussing on a trauma-informed approach to staff support
- Generous annual leave scheme to support work / life balance
- One Wellbeing Week per year where the team are off all duties and provided tailored support to help their own mental health and wellbeing
- Mental Health and Wellbeing Days (2 per year) when you need them
- Further educational and training in suicide prevention
- Flexible working times and patterns

To apply for this post, please send a cover letter and CV to the following address:

chris.paul@anchor-scio.co.uk

For an informal discussion around the role prior to applying, please email Chief Executive, Chris Paul:

chris.paul@anchor-scio.co.uk

Closing date: Wednesday 17th June at 12pm

Interviews: Friday 26th June

Thank you for your interest!