

### Job description

<b>Job title</b>	<b>Business Manager</b>				
<b>Service Area</b>	Redbridge Institute of Adult Education				
<b>Team</b>	Business Support	<b>Post number</b>		<b>Grade</b>	LBR 11 (32-35)
<b>Reports to</b>	Principal				
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Providing strategic and operational support to the Principal and executive team in relation to managing business functions, including finance, administration, staffing, facilities, health &amp; safety and data protection (GDPR).</li> <li>As the Business Manager, you will line manage the finance and staffing officers, and the Facilities Team Leader. You will also oversee the management of external service contracts.</li> </ul>				

#### Purpose of job

- Leads the efficient management of Redbridge Institutes business support functions on a day-to-day basis
- Promotes the highest standards of business ethos within the business functions and supports the senior leadership team in ensuring the most effective use of financial, physical and human resources
- Oversees the institutes Staffing, Finance, Facilities and administration functions, ensuring that Borough policy requirements are met
- Be innovative in approaching the development and deployment of business services to promote financial and business efficiencies

#### Major duties and responsibilities

##### Human Resources

- Oversee the timely and accurate monthly payroll and additional hours claims are completed
- Oversee that contract changes, appointments and resignations are communicated in a timely manner to LBR pay and contracts team
- Support recruiting managers in the timely recruitment, selection and onboarding of new staff
- Oversee the accurate recording and maintenance of the Single Central Record in accordance with Ofsted, requirements
- Ensure establishment lists, organisation charts, pay scales, HR policies and other records are up to date
- Support managers with employee relations and personnel matters, ensuring compliance with LBR HR policies and procedures, liaising with a LBR HR Business Partner where necessary
- Oversee the administration and organisation of mandatory and other CPD training and ensure it is accurately recorded.

**Financial Management**

- Ensure a realistic and balanced annual budget is presented, working with the Borough's finance team, to ensure accurate forecasts and returns are completed
- Ensure an effective system of internal financial control is maintained, in accordance with the finance policy
- Work with budget holders to monitor income and expenditure and prepare financial reports for the Senior Leadership Team and Governing Body, making recommendations for improvements in financial performance
- Oversee procurement processes in line with Borough and Institute policies, ensuring best value for money.

**Facilities and Health and Safety**

- Ensure business risk is managed effectively and business continuity plans are in place
- Oversee the day-to-day operations of the Facilities team
- Ensure that First Aid requirements are being met
- Act as the person with overall responsibility for Fire Safety
- Ensure the level of security maintained is consistent with the needs of the Institute and its users
- Liaise with the borough's property management team to deliver hard & soft FM services in line with PPM schedules
- Liaise with the borough's property management team to ensure compliance with Health and Safety requirements.

**Data Protection**

- Be the responsible person for data protection and GDPR
- Work closely with the Local Authority DPO to ensure the institute maintains compliance in Data Protection matters
- Report and record any breaches in line with GDPR requirements.

**Contract Management**

- Ensure external service contracts, including IT support, cleaning, catering and grounds maintenance are effectively procured and managed
- Work with the external IT services contractor to ensure that a robust IT user and cybersecurity policy is in place and the Institute's Digital Vision can be realised
- Monitor license agreements to ensure they are reviewed and kept up to date.

**Management**

- Line manage the business support team to ensure that effective and responsive support is provided
- Work collaboratively with the senior leadership team and other managers to organise on-going and future programmes of work.

**Customer Service**

- Ensure that business support team provide excellent customer service, ensuring day to day enquiries from internal and external stakeholders are dealt with effectively and promptly,
- Work collaboratively with other teams to ensure that business goals and priorities are met
- Participate in service area self-assessment and quality improvement planning, sharing ideas for developing ever more efficient processes and working practices.

**General**

- Participate in performance review and continuous professional development (CPD), developing required knowledge, understanding and skills to deliver responsibilities effectively
- Positively promote the Institute in all contact and communication with the public and learners
- Follow all Borough and Institute policies and procedures
- Undertake any other duties as may be reasonably requested commensurate to the level of experience and responsibility, including supporting other teams at peak times
- Be flexible in working hours to meet business needs, including occasional evenings and Saturdays if required.

## Person specification

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<i>Method of candidate assessment: A = Application Form, I = Interview, T = Test</i>					
<i>Weighting: 3 = most important, 2= least important</i>					

Approaches /Values	A - I - T	Weighting
1. The ability to adopt an <b>Ambitious</b> approach – using innovation and creativity to realise the Institute’s vision	A, I	3
2. A demonstrable track record of accepting <b>Accountability</b> and taking responsibility for outcomes	A, I	3
3. A commitment to <b>Inclusion</b> – demonstrating an open, welcoming and supportive attitude to working with diverse stakeholder groups	A, I	3
4. The ability to act with <b>Integrity</b> by displaying a fair, open and honest approach	A, I	3
5. Commitment to the <b>safeguarding</b> of adults across the Borough	A, I	3
6. Ability and determination to promote <b>equality and diversity</b> throughout all aspects of the Council and the Institute’s life, including in project and service delivery	A, I	3
<b>Education and Qualifications</b>		
7. Business administration, management or accounting qualification, at NVQ Level 4 or above	A	3
8. Leadership and management qualification or training	A	2
9. GDPR and Information Management training	A	3
<b>Experience/Knowledge/Skills/Competencies</b>		
10. Substantial experience of senior business management within a publicly funded school or similar setting	A, T	3
11. Experience of conducting audits and other business management checks to ensure statutory, regulatory and internal requirements are being met	A, I	3
12. Demonstrable experience of making changes that promote business efficiency and financial savings	A, I	3
13. Experience of setting operational milestones and targets, monitoring performance and taking corrective action as required	A, I	3
14. Experience of motivating and line managing a team of operational staff	A, I	3

15. Experience of designing, implementing and managing effective business and administrative systems and processes	A, I	3
16. Experience of developing internal and external relationships and communicating effectively with senior managers and Local Authority colleagues.	A, I	3
17. A team player, contributing to collaborative decision making, appreciating the impact and longer-term effects of decisions on the wider organisation	A, I	3
18. Flexible and adaptable in developing own and team's working practices, including embracing digital systems to collaborate and communicate	A, I	3
19. Exceptionally strong communication skills, both orally and written, and an ability to connect, influence and inspire diverse groups of people	A, I	3