

Job Description: Business Services Manager

Overview

- Full-time post: 5 days, 37 hours a week
- Location: Hybrid home/office working at Selnet office base in Preston
- Family friendly, flexible working
- Leave entitlement: 25 days plus bank holidays
- 10% Stakeholder Pension (after satisfactory completion of probation period)
- Salary scale between £37,500 and £42,000 will be agreed with the successful candidate and based on skills and experience.
- Travel: Post requires travel to locations across Lancashire, Blackpool, Blackburn with Darwen.
Approved travel expenses reimbursed (mileage at 45p per mile)

Organisational Relationships:

a)	Reports to:	Selnet Board of Directors (supported by Selnet's Strategic Operations Consultant)
b)	Manages:	Business Support Project staff, delivery partners and sub-contractors.
c)	Co-ordinates with:	All directors, officers and members of Selnet, and appropriate employees of external organisations Selnet Members (supported by the Network Coordinator) Other strategic leads, integrated agencies and Local and National networks relevant to business support provision.



Primary Objective(s): The post holder will:

- Work alongside all members of the Selnet staff team to further the objects of Selnet Ltd, and helping to build the capacity of the social enterprise sector across the County and further develop Lancashire's Social Enterprise Network.
- Work to support the company's core aims and mission by maintaining Selnet's position within Lancashire's business support ecosystem, working to secure future contracts and opportunities to provide business support services across Lancashire.
- Lead the staff team and the delivery partnership to effectively deliver **business support provision** secured by Selnet, meeting operational and financial targets with maximum satisfaction for the stakeholders.
- Report directly to the Selnet board of directors at board meetings, including presenting written reports across all areas of activity under this service including performance against budget, contract specification and any potential risks identified.

Main Duties and Responsibilities:

- Overall responsibility for the management, delivery and sustainability of Selnet's business support services and social enterprise membership base.
- Developing, line-managing and supporting project staff.
- Direct point of contact and liaison with service contract manager/s.
- Management of Selnet's business services delivery partnerships, including setting and managing performance target commitments, managing project budgets, overseeing all areas of performance management within the project/s. Include giving advice, guidance and support to delivery partners and fellow employees.
- Attending strategic panels and meetings that sustain and enhance Selnet's position within the business support arena in Lancashire, contributing to the success of current and future strategic opportunities for Selnet's business services.
- Further develop management systems for projects to ensure efficient management and control, working with partners to ensure their systems are similarly effective. Systems must meet the requirements of the contract/funding body's compliance specification and the Selnet company's policies and procedures, including:
 - To establish and communicate clear outputs and outcome measures with delivery partners to ensure effective project performance.
 - To complete all required people management procedures and routines for the business support project team to comply with Selnet policies and procedures throughout the employee's development.
 - To undertake regular supervision of staff and delivery partners, either directly and/or through direct reports to assess the quality of practice and impact/s made.
 - To identify, oversee, monitor and manage all risks pertaining to the delivery of projects and ensure compliance through internal and external audits.
 - To prepare and contextualise comprehensive data and intelligence to a wide range of colleagues, the contractor/s and strategic partners.

- To direct and influence the way that projects evolve establishing effective delivery strategies to meet the contract funders' specifications.
 - To plan an exit strategy as projects conclude maximising opportunities for successor projects in order to maintain the skill set within the organisation.
 - To review the effectiveness of business support projects so that they are of high quality, fit for purpose and meet the needs of Lancashire businesses.
 - To identify, analyse and assess trends and gaps in project provision in order to realise further development opportunities or innovative ways to enhance delivery to reflect changes in external influences.
 - To monitor, assess and report any potential risk in all areas of project activity, ensuring risks are identified early and contingency mechanisms are implemented.
 - To contribute to marketing, communications and PR activities which promote these projects services and achievements.
- The post holder will promote the aims of Selnet Ltd through all aspects of the service, continuing the organisation's commitment to equal opportunities, data protection, health and safety and all other policies within Selnet's Business Control Manual.
 - The post holder will ensure any complaints from any source are reported (to the Chair) and are dealt with in a fully compliant and professional manner to ensure that concerns are addressed, resolved and documented in line with relevant company policies.

Key Skills & Experience:

The ideal candidate will have the following skills and experience:

- Clear business acumen
- Excellent Project Management skills
- Highly motivated, able to lead their team but also manage their own workload and determine priorities
- Highly numerate, with proven skills to handle data and be able to analyse, report, forecast, and re-profile activity
- Excellent oral and written communication, time management and organisational skills
- Ability to prioritise work, in order to meet deadlines and to remain calm under pressure
- Excellent ICT skills, including CRM, Excel and PowerPoint plus excellent administration skills
- Experience of administering/controlling large complex projects
- Experience of managing and working on Public/Government funded projects
- Experience of the broader business support environment
- Experience of writing tender/funding applications.

In the absence of formal qualifications, the candidate will need to demonstrate significant experience of project management, financial controls and interpersonal skills.

Teamwork

- Lead the staff team employed under business support projects providing services to partners and member organisations.
- Deal professionally and proficiently with enquiries from colleagues, business contacts, visitors and members of the public.
- Represent Selnet at events and meetings as required and provide a competent and professional service.
- Ensure yourself and your team adhere to procedures relating to the proper use and care of equipment and materials for which the role that the project team has responsibility.
- Assist with all general office duties as and when required.

Other Duties

- To support the future development and on-going sustainability of Selnet.
- Working with the team to obtain on-going finance/funding for Selnet's activities; recognising as they arise potential trading prospects and grant or contacting opportunities that would further the aims of Selnet.

Equality & Diversity

- Be proactive in promoting equality and diversity matters; monitoring compliance to legislation, policy and practice in all aspects of operations and encouraging full engagement on such issues by all.
- Promote good practice in equality and diversity in all working.

General Conduct

- The post holder will be expected to maintain professional conduct and appearance. The post holder will be required to sign an agreement of confidentiality in relation to some aspects of the business. All staff are expected to conform to the policies and procedures in respect of employment, health and safety and risk management and acknowledge they have read and understood them.
- Staff are also expected to be familiar with the business and operational plan and to support the aims of the company. In line with good practice appraisals carried out to review performance and consider continuing professional development.

*This job description outlines the main responsibilities of the person appointed as **Business Services Manager**. It is subject to securing funding of these project, periodic review and amendment.*