

Business Support Coordinator

Job Description: Business Support Coordinator

Job Title: Business Support Coordinator

Accountable to: Chief Executive & Gaddum Trustee Board

Responsible to: Chief Executive

Reporting to: Head of Financial Services

Location: Gaddum Centre & other service delivery sites as required.

Salary: NJC SP25 £28,785

Working hours: 35 hours per week (flexible working to suit needs of the role)

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in five Greater Manchester authorities, Bury, Manchester, Rochdale, Salford and Stockport.

Job Summary

To ensure Gaddum delivers its organisational objectives by ensuring efficient and effective business support across all delivery sites.

Responsible for monitoring systems and processes against business need, suggesting areas of improvement to enhance business service offering.

Job Purpose

To be responsible for monitoring and reviewing risk and coordinating business support services including central administration, HR administration support, IT support and to lead on coordinating Health & Safety compliance across the Charity.

Responsible for coordination of:

- Gaddum central and HR administration,
- Commercial compliance,
- Supplier contracts including IT solutions,
- Estates & facilities, and

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- Health & Safety processes and compliance.

Main Duties and Responsibilities

Gaddum Central and HR Administration

- To coordinate central administration function,
- To coordinate HR administration function, ensuring:
 - all HR changes are recorded accurately and reported to the finance team,
 - internal HR database ensuring accurate information is recorded.
 - standard HR changes letters when requested by SMT and Service Managers,
- To coordinate safer recruitment processes and paperwork, including new starter letters and contracts.

Statutory compliance

- To ensure the Risk and Governance Systems are adequately monitored and reported on to comply with internal and external requirements,
- To coordinate the completion of statutory returns and meet other information requests from funders and statutory agencies (e.g. Companies House, Charity Commission),
- To support business development opportunities where required,
- To monitor organisational compliance against schemes of delegation as outlined in Gaddum policies & processes,

Estates & Facilities

- To coordinate supplier management across all services and projects at Gaddum,
- To ensure maintenance issues are responded to and resolved in a timely manner,
- To coordinate Estates & Facilities Management for all Gaddum sites,
- To implement and maintain systems to ensure efficient premises use,
- To regularly review and maintain environmental processes to ensure Gaddum is working towards reducing its carbon footprint,
- To coordinate annual review of all utilities suppliers to ensure value for money,
- To maintain and coordinate security contracts at all sites as appropriate.

IT and Information Systems

- To lead the coordination of all IT systems across Gaddum services, acting as the first point of contact with current IT solutions provider; ensuring quality and value for money,
- Oversee organisational systems for managing client data,
- Ensure all IT equipment is recorded on the asset register and updated,
- Responsible for the coordination of IT equipment, assigning spare equipment and reporting to the Senior Management Team on organisational need,
- Act as the mobile equipment lead for Gaddum and review mobile phone contract on a regular basis, ensuring best value for money.

Health & Safety

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- To ensure compliance with Health & Safety systems across all sites,
- To coordinate the Health & Safety Risk Register; developing and ensuring the delivery of Action Plans where required,
- To coordinate with external consultants to complete annual monitoring and review of Health & Safety for all projects including Safety Checks, Risk Assessments and fire evacuation plans,
- To coordinate organisational mandatory training for Health & Safety for all teams and as part of induction process for new starters.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.