



## **JOB DESCRIPTION – BUSINESS SUPPORT LEAD**

LOCATION: Based at BSK, hybrid working will be considered  
HOURS: Full Time 35 hours  
CONTRACT: Permanent  
REPORTS TO: CEO

At BSK, we provide life-changing opportunities through structured education, training, and employment for people with learning disabilities and/or autistic people. This is an exciting opportunity for a passionate person to help us expand our mission and continue our impact.

### **Vision & Purpose**

**Our Vision** – An inclusive workforce where people with learning disabilities and/or autistic people can thrive

**Our Purpose** – To educate, train and employ people with learning disabilities and/or autistic people, and promote an inclusive workforce and community

### **1. JOB PURPOSE**

To oversee and manage the daily operations of the building, ensuring a productive and efficient work environment.

To provide comprehensive support to various departments and the senior leadership team.

To work with the Business Support Team including the Finance Administrator, the Maintenance & H&S Manager, and voluntary drivers and administrators, ensuring effective coordination and performance.

### **2. PRINCIPAL ACCOUNTABILITIES**

#### **Office Management:**

- Oversee the day-to-day operations of the building, ensuring a clean, organised, and efficient workspace.
- Manage office supplies inventory and orders as needed.
- Coordinate maintenance and repairs for office equipment and facilities.
- Serve as the primary point of contact for office-related inquiries and issues.
- Manage telephony and IT systems, ensuring they are functional and up to date.
- Support the team with Microsoft 365 tools and workflows
- Coordinate with IT support to resolve technical issues and implement new technologies.
- Provide administrative support to senior leadership team and other departments as needed.

#### **Team Coordination:**

- Assist in onboarding new employees and ensuring they have the necessary resources and information.
- Assist in leavers process



- Manage HR portal
- Assist in the organisation of team days and team-building activities and events.

#### **Business Operations:**

- Oversee driver logistics and ensure efficient transportation operations.
- Monitor catering orders in the absence of the Catering & Events Lead
- Assist in the development, review and improvement of business processes and procedures.
- Monitor and report on key performance indicators (KPIs) and operational metrics.
- Collaborate with various departments to identify and address operational inefficiencies.
- Support project management efforts and ensure timely completion of tasks.
- Constantly review and reduce supplier costs relating to overheads

#### **Financial Management:**

- Oversee bookkeeping and finance functions, including accounts payable and receivable and carry out these functions in the absence of the Finance Administrator
- Support payroll administration and ensure timely and accurate processing.
- Assist with financial reports, budgeting and forecasting.

#### **Facilities and Maintenance:**

- Oversee maintenance & H&S function including installation, repair, and upkeep of all BSK equipment and building maintenance
- Manage an asset log and lifecycle and projected replacement of assets
- Monitor & report on compliance with health and safety (H&S) regulations and policies.
- Manage relationships with cleaners and ensure the building is well-maintained.

#### **Compliance and Policies:**

- Oversee insurance policies and ensure adequate coverage for the charity.
- Handle renewals and claims processes for all insurance policies.
- Manage licensing requirements and ensure compliance with relevant regulations.
- Support and maintain GDPR and data retention policies.
- Oversee risk assessments, health and safety policies, and fire regulations.
- Ensure adherence to health and safety policies, fire regulations, and the proper use of equipment and buildings.

#### **Training and Development:**

- Work with the team to ensure appropriate training and instruction.
- Manage the booking of external and online training for all charity employees and volunteers to ensure compliance.
- Attending management, team and staff meetings. Attending training opportunities to enhance professional development. Be fully versed in Academy policy and best practice.

This is not an exhaustive list of accountabilities and the postholder will be expected to be flexible and adaptive to the needs of the business.



### 3. KNOWLEDGE AND SKILLS

Experience	<ul style="list-style-type: none"> <li>• Extensive experience as a Business Support Lead/Office Manager/PA (minimum 5 years is essential);</li> <li>• Experience of managing a team is essential</li> <li>• Experience in bookkeeping is essential</li> <li>• Proficiency in financial software, 365 apps and MS Office (especially Excel) is essential</li> <li>• Experience working positively as part of a large and diverse team is essential.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Qualification in Business Administration, Management, or a related field desirable.</li> <li>• Numeracy/literacy skills to a minimum of level 2 standard;</li> <li>• Appropriate Safeguarding, First Aid and Fire training (or be willing to work towards achieving this in the first 12 months) and;</li> </ul>
Skills & Knowledge	<ul style="list-style-type: none"> <li>• Strong organisational and multitasking skills essential.</li> <li>• Good business and commercial acumen</li> <li>• Proficient use of ICT including MS products to enable effective communication and operational processes;</li> <li>• Work constructively as part of a team, understanding BSK roles and responsibilities and your own position within these; and</li> <li>• The ability to communicate effectively at all levels while exercising a high degree of confidentiality is essential.</li> <li>• Ability to relate well to adults with learning disabilities and/or autistic people;</li> </ul>