



JOB DESCRIPTION

Job Title: Depute Head of Support Services

Reporting to: Head of Support Services

Job Purpose

Accountable to the Head of Support Services, the postholder will demonstrate strong leadership skills and will effectively manage all support services to ensure that organisational priorities and requirements are met. The postholder will work across various functions and ensure collaboration for shared goals.

Main Duties and Responsibilities

- Ensure policies, procedures and processes relating to Support Services functions are effectively developed, implemented, maintained and reviewed. Ensure that expectations relating to policies and procedures are clearly communicated to staff.
- Support strategic planning, review and continuous improvement.
- Provide excellent leadership, effectively communicate the organisation's mission, vision, values and strategic priorities to staff, inspiring them to have high aspirations for our young people.
- Effectively review all Support Services functions, setting standards and targets for each function within the postholder's responsibility.
- Ensure that all function Managers, Supervisors and staff have access to induction, support and supervision, and training and development opportunities, which enable them to meet organisational expectations and build on necessary skills and competencies to be highly effective and professional staff members.
- Ensure that all Managers and Supervisors receive training, support and direction to deal with all staff matters, including sickness absence, performance management, disciplinary and capability issues.
- Develop and maintain reporting systems.

Duties Relating to Functions Support

1. Administration:

- Direct and evaluate administrative operations and staff members to ensure the organisation operates in a smooth, efficient manner;
- Develop, analyse, review, and implement administrative systems and controls;
- Create, review and report administrative data, using this information to solve potential problems or strengthen performance;
- Ensure that the office systems, controls, policies and procedures are in compliance with current regulations or legislation;
- Collaborates with management colleagues to identify and deliver the required administrative support operations for the organisation;
- Develop and maintain an administrative policies and procedures manual.

2. Events / IT:

- Ensure effective co-ordination of internal and external communications, including production of press releases and liaison with media;
- Design and distribution of regular newsletters;
- Responsible for the design and accurate, timely production of high quality promotional materials;
- Develop the annual rolling events calendar;
- Ensure successful co-ordination and organisation of events, including exhibitions, conferences and social activities being effectively planned and delivered within budgeted guidelines. Develop reporting of post-event evaluation and budget reconciliation;
- Review and evaluation of website maintenance, including company blog;
- Management of social media sites, including Facebook, Twitter, LinkedIn;
- Direct ICT support / co-ordination of technical support across the organisation;
- Evaluate the functionality of systems.

3. Finance:

- Ensure robust, effective financial operations are managed, including payroll, pensions, cashflow, debtors, creditors, invoicing and other financial transactions;
- Monitor the financial health of the organisation, ensuring timely production of annual accounts for all companies within the Group, liaising with auditors as necessary;
- Co-ordinate and develop monthly reporting, budgeting and forecasting processes, including presenting financial reporting to Board members, stakeholders, Senior Managers;
- Lead on annual review of organisational insurances, ensuring all aspects of risk are covered;
- Conduct reviews and evaluations for cost-reduction opportunities.
- Review, develop and maintain financial policies and procedures for the organisation.

4. Human Resources:

- Effectively plan, lead, develop, co-ordinate, and implement policies, procedures and processes to support the organisation's HR compliance and strategy needs. Ensure they are best practice and compliant with employment law;
- Manage the provision of a comprehensive support service which guides and advises on a range of activities relating to all aspects of the organisation's HR and Recruitment processes;
- Develop and maintain the Access People Planner HR system;
- Management of formal cases, including absence reviews, occupational health referrals; disciplinary and capability processes, grievances, performance management processes and flexible working requests;
- Development of recruitment and retention initiatives and interventions;
- Evaluate the progress of all candidates journeys through the onboarding process, intervening where relevant, and communicating appropriately to relevant parties to ensure a positive candidate and hiring manager experience;
- Revise, develop and maintain staff handbooks;
- Develop monthly reporting, creating and analysing HR and Recruitment data and trends.

5. Property & Maintenance:

- Ensure the provision of an effective, comprehensive support service responsible for all aspects of the physical environment including repairs and maintenance, health and safety, grounds and gardens;
- Review planned preventative / reactive maintenance programme and budget, ensuring statutory and regulatory compliance;
- Lead the delivery and implementation of appropriate health and safety policies, procedures, and systems including risk assessments, to ensure the organisation meets its responsibilities for regulatory and statutory compliance across all services;
- Evaluate systems for emergency property maintenance and compliance matters, ensuring appropriate procedures and processes are in place and maintained;
- Ensure accurate records are maintained across all property maintenance functions; develop improved resource planning;
- Develop management reporting.

Person Specification

Essential:

- Able to demonstrate a good standard of education;
- At least 5 years demonstrable experience in a leadership / management post;
- Broad knowledge of business departments and their functions;
- At least 3 years demonstrable experience in a generalist HR role;
- CIPD Level 5;
- Sound knowledge of the role of Support Services;
- Excellent IT skills, including MS Office, Mac software, website maintenance and social media;
- Excellent written and verbal communications skills;
- Full, clean driving licence and access to vehicle.

Desirable:

- Experience of Swift publishing software;
- Experience of Wordpress website platform;
- Experience of Sage Line 50 and Sage Payroll.

Skills:

- Ability to build and sustain highly effective relationships with a wide range of stakeholders;
- Strong negotiation and influencing skills;
- Excellent planning, prioritising, organisational and time management skills;
- Ability to manage resources;
- Ambitious, creative and innovative in approach;
- Demonstrates a strong commitment to self-directed learning;
- Self-motivated with ability to respond to competing priorities and work under pressure;
- Flexible and adaptable approach in dealing with changing circumstances.