



sight cymru

Bradbury House, Park Buildings, Pontypool, NP4 6JH

Job Title: Business Support Manager

Starting Salary: £26-30K FTE (37.5 hours, would consider job share applicants)

EQUAL OPPORTUNITIES

Sight Cymru considers discrimination in any form to be unacceptable, whether on the grounds of disability, race, religious belief, gender, age, marital status, sexual orientation or political affiliation. We welcome applicants from all and if you require assistance in completing your application please telephone 01495 763650 to discuss your needs

Job Description:

To oversee and manage business of the charity including all Fundraising & Communications, Diversity & Inclusion and Research & Innovation projects and staff

To report to CEO with service updates and attend Line Management meetings with CEO

Develop awareness and understanding of research funding bodies. Identify potential areas and providers of research funding. Formulate an annual calendar of funding calls.

Source and assist with the funding application/tendering process, including liaison with CEO and Finance in preparing costing & pricing forms

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e: postman@sightcymru.org.uk

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Sight Cymru, a charitable incorporated organisation, registered charity number 1171471



Monitor, manage and maintain areas including charity shop/resource centre sales and expenses along with projects within the portfolio

Develop, monitor, manage and maintain and support the use of social media and communications platforms

Handle confidential information appropriately and in accordance with GDPR and other legal requirements

Ensure compliance with all contracts within the service area including budgets

Responsible for all aspects of risk management in accordance with the organisation's Risk Management Policy

Responsible for all aspects of relationship management with partners, funders, commissioners, external organisations and other key stakeholders

Research, apply and promote diversity initiatives and share best practice

Promote changes within organisations and the wider community

Develop systems for reporting any incidents of discrimination

Develop training programs and raise awareness in schools, colleges, service providers and the wider community

Deal with conflict within the community or the workplace

Translate equality legislation into practice to ensure organisations meet statutory requirements

Present reports and recommendations

Prepare and deliver presentations and workshops to staff, stakeholders and partner organisations.

Produce written reports as requested by CEO, funders and trustees

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Provide effective supervision, support and performance management to ensure highest quality delivery of service by the staff and volunteers involved in projects within the portfolio.

Oversee authorisation of mileage claims for appropriate staff

Authorise, provide cover for annual leave, and provide emergency cover in absence of staff

Involve and actively participate in-group evaluations, meetings and service user reviews

Represent organisation at appropriate events, seminars etc conveying a professional and positive image of the organisation at all times

Attend regular training to maintain continuous professional development

Deputise in absence of line manager where appropriate

Contribute to development of policies and procedures

Facilitate and participate in team meetings

Work to ensure rights, dignity, welfare and confidentiality and privacy of service users is always maintained

Undertake any other duties as may reasonably be require by Line Manager

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PERSON SPECIFICATION

JOB TITLE: Business Support Manager

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Knowledge/ Education</p>	<ul style="list-style-type: none"> • Understanding and awareness of the health and social care needs of people with sight loss. • Full understanding of the Social Services and Wellbeing (Wales) Act 2014. • Full understanding on Equality Act 2021 (and all legislation around Equality, Diversity & Inclusion • Full understanding of data protection and GDPR legislation 	<ul style="list-style-type: none"> • NVQ Management Level 4 or experience to demonstrate • Qualification in research

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<p>Skills/ Abilities</p>	<ul style="list-style-type: none"> • To work as part of a team. • Ability to work on own initiative unsupervised and make appropriate decisions. • Excellent communication skills both verbally and in writing. • Computer literate including spreadsheet, database and analytical software management. • Ability to lead by example and work pro-actively to develop the team's knowledge, understanding and performance. • Skills in managing multiple communication platforms press, social media and website 	<p>Welsh Language</p>
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	<p>Budgeting and managing project finance</p>	
<p>Experience</p>	<ul style="list-style-type: none"> • Experience of using different researching methodology, analysing and reporting • Experience of developing and managing projects • Experience devising and delivering training programs to build inclusive communities and workplace • Experience of supervising staff or volunteers. • Experience of working within a 	

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	<p>multi-agency setting.</p> <ul style="list-style-type: none"> • Experience of budget management. • Experience of meaningful evaluation and monitoring. • Fundraising experience 	
<p>Personal characteristics</p>	<ul style="list-style-type: none"> • Approachable and friendly manner. • Positive attitude. • Honest and trustworthy. • Reliable. • Flexible and able to cope with change. • Able to work within clear professional boundaries. • Tactful and diplomatic. 	

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	<ul style="list-style-type: none"> • Assertive with good influencing skills. 	
Other requirements	<ul style="list-style-type: none"> • DBS check completed. 	

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