

Business Support Manager

Salary £26,845

Full time - 37 hours per week

Role Context

You will provide support to all staff and will supervise the Business Support Team. You will also, when required, carry out administration and reception duties for the organisation.

Role Purpose

- Support the delivery of high quality customer service across the organisation
- Supervise and support staff and volunteers within the Business Support Team
- Lead on Citizens Advice Allerdale's IT strategy and provision.
- Support the Chief Officer and trustee board in meeting the requirements of Citizens Advice Leadership Self Assessment and Legal Aid SQM accreditation.
- Support other staff and management with administration tasks as appropriate
- Contribute to the continual improvement of systems and procedures within the organisation

Main Duties & Responsibilities

- Support the Business Support Team, advice staff and volunteers to deliver outstanding customer service and a high-quality advice service to clients, providing cover support for reception as necessary
- Ensure effective administration support across the organisation, including appropriate and compliant systems and procedures
- Ensure GDPR requirements are met and followed
- Lead on the development and implementation of any Information Systems
- Have a broad understanding of the IT Requirements of CA Allerdale and the solutions available and support developing and implementing the IT strategy
- Assist with IT training to staff and volunteers and diagnose and resolve day to day IT issues
- Produce monthly project monitoring reports to share with the management team to ensure delivery targets are met
- Monitor incoming queries for social policy trends, highlight to Research and Campaigns lead and support with campaign development

- Support the Chief Officer with audit requirements; Citizens Advice LSA and Legal Aid SQM
- Disburse petty cash and maintain accurate financial records
- Monitor an effective health and safety policy with regards to staff, equipment and building maintenance and ensure the upkeep and good appearance of our offices, including oversight of cleaning arrangements
- Support the management team with the development of services, strategies, and policies
- Support the trustee board with meeting preparation and minute taking
- Work flexibly and be prepared to undertake other reasonable duties and responsibilities, as directed by your line manager or management team
- Be willing to undertake training as required for the job
- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies

Person Specification

Essential

1. Experience of working as an administrator or receptionist in a busy work environment
2. Experience of working as part of a team to provide administration and reception support across office, outreach and home locations.
3. Experience of leading/supervising a small team including supporting and training staff or volunteers
4. Knowledge and/or experience of IT in a work setting
5. Experience of managing a demanding workload effectively
6. Ability to work both as part of a team and independently, with minimal supervision
7. Good attention to detail, with a proven ability to monitor and maintain own standards
8. Excellent numeracy, written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital channels
9. An understanding of and commitment to the Aims and Principles of the Citizens Advice service including the service's equality and diversity policies.

Desirable

1. An understanding of the issues associated with dealing with clients, many of whom are vulnerable