**JOB DESCRIPTION**

**Job Title Business Operations Manager**

**Date of issue: January 2024**

**Project Area**

Business Team

**Job Purpose**

In this role you will work with all staff, providing IT support and risk and compliance guidance. Working closely with the Business Team you will ensure the central support areas such as IT systems, including all software and hardware are running smoothly and securely and that our sites and systems are a beacon of safe working practices.

Talkback has recently installed a new Member Management system - ‘IMPACT’ and have a vision to open an Alternative Education Centre for people with learning disabilities / autism.

This role will help to manage Talkbacks IT systems including the IMPACT application and maximise its full potential, working closely with our outsourced software developers, as well as ensuring compliance needs are met in our business operations, across all programmes to ensure we are operating to safe standards.

**Reporting Lines and Key Relationships**

Reports to: - Head of Operations, Governance & Quality Assurance

**Key Responsibilities and Accountabilities**

The main responsibilities are:

**IT Support**

* Source, purchase and build laptops and mobile devices for users
* Manage mobile phone and land line contracts and the provision of broadband services
* Act as the Global Admin for Microsoft Business 365 accounts – including building & maintaining user access, managing mailboxes and our SharePoint sites
* Be the Key Contact for our Sharp IT support contract which provides – Office 365 & SharePoint support across the organisation. This includes:
* Managing the contract with Sharp
* Regular meetings with the Sharpe consultant to review road maps, system health and back-up procedures and the delivery of key changes
* Act as the administrator for our Safeguarding database CPOMS. Manage user access, member data builds, troubleshooting problems, compiling data reports with the assistance of the Business Team (training will be provided)
* Provide training and development for staff in the use of various digital technologies and systems such as:
* Microsoft Office
* Data Protection and Security
* Provide Technical and Application support for our Internal Management System IMPACT
* Work with TTG group to deliver resolutions to problems & planned upgrades
* Support the Head of Operations to manage the technical support schedule, Roadmap meetings and Health check reviews. (training will be provided)
* Support the Business team to deliver IT Work experience
* To use and adapt new technology such as AI and other applications to best serve the Charity’s digital requirements
* Support the Head of Operations to create a Retention Policy & Schedule
* Compile statistics for reports

**Health & Safety**

* Build, deliver and report on a Schedule of Internal Quarterly Audits, with support from the Business Team, in the following areas: DSE/ COSSH Member and Session Risk Assessment and Work Experience Compliance, producing reports for the Head of Operations & Leadership Team
* Support the Business Team in preparations for external audits delivering action and recommendations as required
* Manage and oversee Talkback’s Accident Incident & Hazards (AIH) management Tracker -
* Ensure all AIH’s are recorded, investigated and actioned in a timely manner and
* assess if an AIH is RIDDOR reportable
* escalate to Head of Safeguarding any wellbeing concerns from AIH
* Update the Health & Safety Handbook, ensuring all policies and procedures are up to date within legislation and Talkback compliance needs are being met
* Produce all Premises Risk and Fire Safety Assessments for premises where Talkback deliver sessions, with support from Programme Senior Teams
* Lead in-house training with managers and employees relating to health and safety issues, risk assessments and fire safety when required
* Keep up to date with new legislation and maintain a working knowledge of current Health & Safety legislation and developments affecting Talkback
* Deliver electrical testing of equipment to comply with Electricity at Work Regulations 1989 as defined by the IET 5th edition regulations (formally PAT Testing)
* Support the Head of Operations in reviewing the Business Continuity Plan annually

**Extended Duties**

* Line manage the Business Operations Coordinator & Contract Lead
* Lead on organising and updating the budget and forecast spreadsheet for the Business Operations Area, with support from the Business Team

Support Programme Teams in Facilities Management

* Be a keyholder of all of our facilities
* Control and manage access requests for keys in liaison with Senior Teams
* To be involved in various projects and programmes for the Charity as and when required
* To deliver the induction programme to new starters.

**Key results expected**

1. Ensure all Talkback sites are safe and secure and have sufficient workspace / equipment for all our staff, volunteers, members and visitors

2. All Talkback Staff have access to appropriate ICT equipment , relevant software and access to the information needed to carry out their role

3. All Talkback Staff have access to Microsoft Office Skills training created and delivered by the Business Operations Manager

4. Talkbacks Health & Safety policies and procedures are updated and implemented in a way that is understood by all and help support the work we do

5. Implement and manage a Safe Working Practice Framework (inc. H & S audits) and an

inspection programme that targets improvements in key areas. Produce regular updates on audit findings, recommend solutions and follow up improvement actions, and ensuring efficient and effective record-keeping across all areas

6. Assess and Review Key Business processes performances and help develop systems that help drive efficiency throughout the charity.

 **Personal Attributes**

**Essential**

* Excellent knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, Outlook and Access
* Experience of using MS Office/365 in a commercial/office environment
* Have good understanding and proven experience of adapting to technology and help implementing change, such as use of AI, in a previous role
* Able to produce clear and effective reports / presentations for Senior Teams
* Experience in developing and delivering training (ideally IT) together with a flexible / adaptable approach using various methods, including mentoring, coaching, or face to face training, as well as virtual workshops
* A good understanding and experience of Risk Management& Compliance, in an SME or Charity setting
* Working knowledge of Health & Safety legislation
* The ability to influence others including Senior Managers regarding the Charity’s IT and Compliance needs
* Good attention to detail, as a high level of accuracy is essential
* Excellent organisational skills and capable of meeting agreed deadlines and targets confidentially and effectively, whilst staying motivated and focused
* Previous experience of creating and being involved in innovative, exciting and engaging projects
* Able to communicate simply, naturally and diplomatically to a wide range of people in a variety of situations
* Able to time manage when working on several different projects at once and prioritise workloads for yourself and others, often under pressure
* Proven experience of handling conflict in a professional and consistent manner
* Have the ability to problem solve, be solutions driven and able to make critical decisions independently, especially under pressure or in unfamiliar situations
* Able to manage your own time, admin, planning, personal organisation and practical arrangements
* Adaptable and able to work as part of a team and independently
* Able and willing to travel across the county (occasionally further afield) as required
* Able to work flexibly and occasional unsocial hours as the job requires
* Full UK driving licence, use of car and business insurance as you will be expected to drive between locations on a regular basis and on occasions at short notice
* Eligible to work in the UK
* Satisfactory DBS check

**Desirable**

* IT Qualification level 4 or above
* H&S / Risk Management Qualification level 3 or above
* Experience of buildings and facilities management
* Experience of negotiating and managing contracts

This job description is intended to be an indication of the scope of the role, over time the role will evolve with changing requirement and technical advances. In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

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| Name of Job Holder |  |
| Signed by Job Holder |  |
| Date |  |

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| **Our Safeguarding Statement**Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.**Rehabilitation of Offenders Act**This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are not entitled to withhold information about convictions, which for other purposes are ‘spent’ under the provision of the Act. We are committed to carefully screening all applicants who will work with our vulnerable members including children, young people and adults with care and support needs. All applicants are expected to undertake employment checks, a Disclosure & Barring Service check and provide previous employment references.We expect all staff to have a knowledge, understanding of and demonstrable commitment to, Safeguarding Children and Young People (Every Child Matters) and Vulnerable Adults.All staff must be able to demonstrate the values and behaviours suitable to work with children and young people and provide demonstrable commitment to Equality & Diversity, Child Protection, Safeguarding and Prevent. They must show a desire to challenge inequality, promote diversity and adhere to Talkback’s Policies and Procedures.Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided, and standards are reviewed and updated as required. |