

NATIONAL DEVELOPMENT FOR INCLUSION

JOB DESCRIPTION

Job Title:	Business Manager
Accountable to	CEO NDTi
Reports to	CEO NDTi
Manages	All administrative staff, currently 4 people (3 wte)
Location	NDTi HQ, Bath
Hours of work	35 hours per week, worked flexibly. 30 days annual leave plus bank holidays
Salary	circa £35,000 per annum (to be confirmed)
NDTi Purpose	The National Development Team for Inclusion is a not for profit organisation. NDTi promotes equal and inclusive lives for people in their communities, particularly where ageing or disability are issues. We do this by taking action at local and national levels: advising policy makers, encouraging public debate, carrying out research and evaluation and providing change management support to organisations to help them achieve better outcomes.
Job Purpose	To be responsible for overseeing and co-ordinating all administrative and business management functions and tasks across the organisation (including PR and marketing) other than financial management - including the management of all administrative support staff.

KEY AREAS OF RESPONSIBILITY

- To develop and communicate business (including financial) plans, including their ongoing monitoring, which are agreed and shared by the NDTi Board and staff.
- To ensure that appropriate organisational systems, policies and processes exist and are operated effectively to manage, support and monitor the work of the organisation, including contract monitoring and quality review systems
- To develop and oversee the delivery of general and specific plans to market and promote the organisation and its work in order to increase the turnover of the organisation and promote its identity and values
- To co-ordinate and contribute to bids and proposals for new work to a range of funding sources

- To ensure that administrative and office based support is provided effectively to individual fieldwork and management staff and is organised in ways to assist the delivery the organisation's mission.
- To ensure that the NDTi complies with the legal and other requirements as an Industrial and Provident Society

All elements of responsibility to be delivered with the support of the NDTi administrative team

TASKS

Business Planning and Reporting

To liaise with the Chief Executive and other senior NDTi staff to produce an annual business plan for agreement by the Board and the Management Team

To develop and operate management information systems to inform and report on delivery of the business plan

To track and report upon progress of current work programmes and projects against plans and key milestones set and work with Programme Leads and Commissioners to plan and agree changes where required.

To ensure that specific monitoring arrangements required for individual contracts are in place and that ongoing requirements (information and timescales) are met.

To compile, communicate and update reports as required for the NDTi Management team and the NDTi Board, to assist in the monitoring and review of delivery of the Business Programme and financial/performance objectives

Finances

To liaise with the NDTi Finance Manager to ensure the integration of financial and business reporting, as agreed with the NDTi Board and Management Team.

To ensure knowledge of the operation of basic elements of the NDTi financial procedures, in order to provide emergency cover in the absence of the NDTi Finance Manager

New Work

To set up and run effective systems to identify, develop and progress new business opportunities, in particular by matching projects and potential funding streams.

To work with NDTi colleagues to take project and product ideas and develop them into marketable entities with funding if required

To support the NDTi Programme Leads in bidding for and planning new projects and in developing new products in response to market need.

Quality and Learning

To develop and oversee systems that ensure learning is gained from NDTi contracts of work that then informs both future product development and the quality of work across the organisation

Marketing and Communications

To develop, within the Business Plan, a marketing plan for the NDTi, that seeks to promote both the organisation and the outcomes of its work

To ensure that a cogent communications plan is in place and delivered, that promotes key NDTi messages as agreed through the Management Team, including by using approaches such as:

- Press coverage
- Social media
- Website
- Events
- Publicity materials such as leaflets, conference exhibits etc

Organisational Issues

To support the Chief Executive in his role as Company Secretary in ensuring that all legal and other requirements as an Industrial and Provident Society are fully met.

To ensure that the NDTi Board is fully and appropriately supported, including through minute taking of its meetings

To be a full member of the NDTi Management Team, including supporting the delivery of priorities and decisions agreed through those meetings

To assist in environmental scanning of policies, issues and opportunities, in order to help ensure that NDTi is fully aware of and knowledgeable about key developments in our area of work

To manage all NDTi administrative staff, providing support and direction as set down in the NDTi handbook

To be responsible for the organisation's Information Technology, ensuring in partnership with suppliers that the systems are fit for purpose and properly operational

To ensure that all NDTi offices and associated equipment are used to best effect, legal requirements met and best value obtained from the organisation's infrastructure

Any other reasonable tasks related to this job purpose, as agreed with the Chief Executive.

January 2012

Person Specification – Business Manager

Essential	Desirable
Experience	
At least two years with responsibility for administrative and organisational support in a service delivery organisation	At least one year of that experience being in a management capacity, leading other people in delivering such support Such experience being in the broad health and social care sector – either a public sector or voluntary sector body
Experience of developing and helping to deliver a business planning and reporting process	
Two year's experience of operating and delivering monitoring processes involving detailed reporting of both financial and operational activity	Experience of having led the development of such processes
At least one year's experience of managing administrative and support staff	Such experience having been in the broad health and social care or charity sector
At least one year's experience of implementing communications and marketing strategies	Experience of developing a marketing and communications plan Experience of having written and/or produced publicity and promotional material Experience of undertaking PR activity, such as writing press releases and developing relationships with press contacts
	Experience of developing and submitting funding applications to public and charitable sector funders

Knowledge and Skills	
An understanding of how the health and social care sector operates and is organised	An understanding of funding sources for organisations such as the NDTi
A knowledge of how to use a range of media, systems and communication approaches to promote the work of the NDTi	
A thorough understanding of using PC or Mac based software including spreadsheets to support business planning and reporting and monitoring systems	
Experience of managing and supporting staff, preferably within an organisation	

such as the NDTi	
Strong numeracy skills	An understanding of budgetary development and reporting systems
Strong communication and writing skills and an ability to produce clear concise reports	
	An understanding of the implications of this role within for a not for profit organisation

Personal Attributes	
A strong commitment to the equality and rights of excluded people and the promotion of inclusion and social justice	
Strong inter-personal skills to represent the organisation to the outside world	
A team player	
Ability to be self-motivated and encourage innovation and responsibility amongst others	
A positive and enabling approach	

Equal Opportunities – NDTi’s Values and Principles

NDTi is committed to the active promotion of equal opportunity in all of its work. We respect and actively want to work with staff, associates and volunteers who reflect our diverse society, for example in terms of race, gender, sexuality, religion, disability and age.

It is our policy and intent to practice non-discrimination in regard to these factors in all aspects of our work and organisational practice including our working environment.

As an employer, NDTi accepts wholeheartedly the statutory requirements laid down in the Equality Act 2010.

We will ensure that no job applicant or staff member receives less favourable treatment on any of these grounds.