



Job Description

Post Title: Business Manager

Reports to: Company Directors

Responsible for: Business Administrator, Junior Staff.

Department: Business-wide

Salary Range: £37,000 - 41,500 Per Annum (dependent on qualifications and experience).

Main purpose of the job:

The Business Manager will support day-to-day business operations, interacting with staff, consultants, and external stakeholders to improve business performance. The position is 40 hours per week, supporting the business as needed.

We are recruiting for a self-motivated Business Manager with strong administrative and communication skills, as well as a thorough understanding of business operations, to facilitate and optimise our business processes.

Your expertise in streamlining our business operations will help our organisation thrive and maximise efficiency.

The successful candidate must possess strong administrative skills, attention to detail, excellent people skills, be able to work both independently and as part of a team, be self-motivated, thrive under pressure, have a can-do attitude, and be driven to deliver high-quality results. Ultimately, the Business Manager should integrate and streamline business activities, develop and improve the policy management system and processes, and achieve business goals through established strategies, while also positively impacting staff productivity. We are seeking an individual who can craft high-quality reports with meticulous attention to detail, ensuring impeccable formatting and presentation. The goal is to provide the profitability of our company's activities, driving sustainable development and long-term success.

This is a 'hands-on' role which a business administration assistant will support.

Summary of responsibilities and personal duties:

- Oversee, manage and deliver the business Policy Management System.
- Assist in improving and streamlining business processes, technologies, and policies.
- Develop and post approved marketing material for company social media streams, and prepare case studies for inclusion on the company website.
- Develop business management goals and objectives that tend to the growth and prosperity of the business.
- Develop and execute marketing campaigns to increase brand visibility and drive customer engagement.
- Collaborate with the internal team to create innovative sales and marketing strategies.
- Client feedback formalisation and maintenance of client, staff and supplier relationships.
- Administer and manage the training programmes, associated courses and Awarding Body training platforms.
- Administer Director expenses spreadsheets and receipt reconciliation.
- Take ownership of assigned tasks and issues to ensure they are addressed and resolved in a thorough and timely manner.
- Support the organisation through the promotion and evaluation of events, initiatives, and business meetings.



- Work flexibly in the interests of the business. This may include undertaking other duties if these are appropriate to the employee's background, skills, and abilities.
- Contribute to and be an active member of the business, representing the company at events, conferences, etc.
- Harmonise organisational activities.
- Provide HR support (*We currently engage professional HR support and Advice, so this element is primarily administrative*).
- Production of client project status reports using existing company software.
- Write quality reports with exceptional attention to detail in formatting and appearance.

<u>Competency</u>	<u>Essential or Desirable</u>
To work to the company's values and behaviours: <ul style="list-style-type: none"> - To keep quality, integrity, and excellence at the heart of what we do. - To succeed as a team, collaborating with colleagues and stakeholders. - To drive things forward with ambition, creativity, and confidence. - To value and respect our colleagues, stakeholders, and customers. 	Essential
At least 3 years' experience in a management position – including understanding of HR roles and responsibilities.	Essential
Relevant experience in a business management and administration role for a training and consultancy business.	Essential
Experience in working in alignment with an ISO9001 Quality Management System	Essential
Experienced in writing/updating company policies and procedures	Essential
Good communication skills with the ability to present information in a clear and concise form, both in writing and verbally.	Essential
Ability to work with others as part of a team and on own initiative.	Essential
Skilled in being self-motivated and self-driven to manage deliverables.	Essential
Ability to manage own workload and workload of others, to ensure timely delivery of objectives within budget, including prioritisation of tasks.	Essential
Skilled in leadership and management qualities, especially within small teams.	Essential
Ability to use computer packages to a high standard, including email, Word, and Excel spreadsheets, with the ability to process and evaluate data.	Essential
Ability to assist with communications and social media posts.	Desirable
Ability to gather and compile information for reports and quotations.	Desirable
A willingness to be flexible in a changing environment.	Essential
Good problem solver and identifier of possible remedial solutions.	Essential
Possess a can-do attitude to assigned tasks and deliverables.	Essential
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Ability to write quality reports with exceptional attention to detail.	Essential
Be friendly, personable, and helpful to staff, stakeholders, and clients.	Essential



Ubique Risk Management

Ability to produce PowerPoint presentations with exceptional attention to detail.	Desirable
Knowledge of vocational training and apprenticeships	Desirable
Relevant experience in working in a training and consultancy business.	Desirable
Relevant experience working in a project management business.	Desirable
Full Driving Licence	Desirable