

**THE RESERVE FORCES' AND CADETS' ASSOCIATION FOR THE
NORTH WEST OF ENGLAND AND THE ISLE OF MAN**

JOB DESCRIPTION

Job Title:	Business Manager
Grade:	Grade C2
Department:	Business Support
Line Manager:	Deputy Chief Executive (DCE) NW RFCA (Grade C1)
Countersigning Officer:	Chief Executive (CE) NW RFCA (Grade B1)

GENERAL

The Business Manager is responsible for the management and general organisation of the Association main office, and support to the six ACF County Headquarters. On behalf of the DCE, they have overall responsibility for Human Resource Management, the provision of IT support and hardware, and supervision of administrative support staff associated with the role.

The post holder will have a proven track record of extensive experience in HR Management, will have line management experience, and be computer literate with a thorough working knowledge of Microsoft Office. A systems administrator background is also preferred.

1. The Business Manager is a Crown Servant and a full-time employee of the Reserve Forces' & Cadets' Association for the North West of England & Isle of Man (NW RFCA).
2. The Business Manager is responsible to the Deputy Chief Executive (DCE) who is the Line Manager, and to the Chief Executive (CE) as the Counter Signing Officer
3. This position is a full-time appointment working 37 hours per week (Monday – Friday). It will require the incumbent to occasionally work outside normal working hours and on special occasions, at weekends/Public Holidays, as directed/agreed by the Line Manager for which TOIL/overtime will be paid.
4. The Business Manager leads the Business Support Team, which is made up of the following staff:
 - 1 x Business Manager (C2)
 - 3 x Business Support Admin Officers (E1)

OVERVIEW

5. The Business Manager is to co-ordinate general business support to NW RFCA.
6. The Business Manager is to ensure IT hardware and Software support is available for NW RFCA, ensuring the RSA function is effectively provided.
7. The Business Manager will coordinate all HR matters, working with the DCE, and seeking support from CRFCA Head of HR where appropriate. The Business Manager will ensure all staff are trained appropriately for role, for development, and to ensure mandatory compliance.
8. The Business Manager is responsible for the provision of IT, stationary, and office equipment, along with associated budgets.
9. The Business Manager is responsible for the line management of three admin officers (E1).

BUSINESS SUPPORT RESPONSIBILITIES

10. Implementing procedures to ensure the security of Headquarters correspondence and documents.
11. Ensuring the role of secretary at the Board Meetings, Management Meetings, Annual General Meeting (AGM), and all such meetings as the CE may decide, are provided for, and ensuring the production of agendas and minutes for same, and producing accurate notes and action points, and subsequent distribution of any paperwork.
12. Responsible for the preparation and management of Association Meetings, including the organising IT equipment and refreshments. This will include Board Meetings, and the AGM.
13. Responsible for the co-ordination of standard Power Point presentations for the Executives, including updating existing presentations, and the production of bespoke presentations for the Executives as required.
14. Responsible for the Headquarters filing protocols, including electronic, manual and historic archives and retention and destruction of documents.
15. Responsible for the management of, and accounting for Association/Trust Silver, and undertaking an annual audit of the same.
16. Responsible for actioning FOI/Subject Access Request, including collation of documents and redactions where necessary. Working with the DCE ensure currency of the ROPA, and Association compliance with GDPR.
17. Be prepared to provide support to the Engagement Team in the Associations activities i.e. NW RFCA AGM, Lord Lieutenant Awards, Board Meeting and Presidents Dinner.
18. Ensure cover for the Business Support Admin Officers is in place during sick leave or annual leave.

19. Support the DCE with Business Continuity Planning.

20. Check and approve procurement orders.

HR MANAGEMENT RESPONSIBILITIES

21. Ensure the Association is kept up to date with current Employment Law and related legislation.

22. Ensure line managers and staff are supported and guided in operational matters relating to Disciplinary, Grievance and Bullying and Harassment, in line with Association & CRFCA procedures and policy. Attend disciplinary or grievance hearings (as note taker) produce all relevant notes and paperwork.

23. Advise line managers on the annual RFCA Performance and Development Reporting System (PDR) and ensure the process is carried out in accordance with current guidance.

24. Support line managers in carrying out all general HRM operational activities.

25. Ensure HR paperwork is completed effectively and on time, whether for general day-day HR activities, or more complex HR activities, including Employment Tribunals, and other external bodies, liaising and co-ordinating with Association line managers, and staff as required.

26. Using the HR Management system (Cascade HR), ensure employee details and line manager and employee actions are updated correctly, including (but not exclusively), employees private details, leave, sickness, PDRs, training, grievances and any disciplinary action.

27. Monitor, analyse, and support the management of attendance/sickness and absence.

28. Ensure processing of all pensions matters is carried out effectively.

29. Support staff in education and development.

30. Support Association staff in HR matters.

KEY RESPONSIBILITIES AS A LINE MANAGER

31. Line Management responsibilities include but are not limited to:

- a. Undertaking monthly probation reports
- b. Undertaking Performance & Development Reports (PDR) at the beginning, mid, and end of year.
- c. Producing all business cases for training requirements for their team
- d. Monitoring the sickness/absences
- e. Authorising leave on Cascade
- f. Undertaking any disciplinary actions
- g. Delegation and monitoring of work

KEY RESPONSIBILITIES AS RSA (REGIONAL SYSTEMS ADMINISTRATOR)

32. Responsible for setting up new staff by processing PH2/PH2e user accounts, ensuring staff have the correct access rights.
33. Ensure NW RFCA maintain a record of all End User Devices (EUD's) which is a mandated security requirement under the PH2 SyOPs (e.g. laptops, desktops, mobile phones).
34. Ensure IT Compliance standards are maintained i.e. annually confirm that all PH2 users have signed SyOps, annually confirm Symphony Users Access & Permissions, assist in conducting the Induction training for new staff, attend RSA training (RSA/OffMan Seminar).
35. Working with CRFCA, prevent the use of unauthorised devices (e.g. non-ph2 devices, non-encrypted USB drives).
36. Maintain SCIDA site documentation (e.g. configuration change logs, server-room access logs).
37. Ensure "Request For Change" (RFC) forms are submitted to CRFCA, to be reviewed by the Change Management Working Group for any major IT changes required (e.g. new software requests).
38. Plan IT Budget requirements and maintain a hardware refresh plan (based on 20% replacement per annum).
39. Arrange for the recycling of IT equipment no longer required in accordance with Data Cleansing Policies.
40. Responsible for on-site installation of PH2 End User Devices (EUD's) in accordance with RFCA Security Policy and Operating Procedures (SyOps).
41. Ensure arrangements are in place to provide user and desktop support (Windows 10, MS Office 2016, networking, printing, VPN).
42. Be aware of legislation, policies, guidelines and procedures relating to IT matters.
43. Ensure data security and Cyber Security threats are cascaded to all NW RFCA staff.
44. Local printer hardware/software management including:
 - a. Share Point and File Store permissions.
 - b. Liaising with SPOC as local point of contact.
 - c. ACF County HQ IT Management and support
 - d. Liaising with Copyrite to escalate mechanical issues with Photocopiers

IN ADDITION

SECURITY CLEARANCE

45. Undergo Security Clearance (SC) and undertake an Enhanced Disclosure and Barring Service (DBS) check.

HEALTH & SAFETY

46. Understand the requirements of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and all other relevant Regulations and Codes of Practice.

SECURITY

47. Comply with the Security Operating Procedures (SyOps) for the use of the (NW RFCA) Local Area Network (LAN) and MOD Wide Area Network (WAN) relating to both voice and data on IT Systems.

DATA PROTECTION

48. Comply to all current GDPR legislation with guidance from the post.

PERFORMANCE AND DEVELOPMENT REPORTS (PDR)

49. The Business Manager will have their performance reviewed twice a year by their Line Manager who will be the 1RO for their annual Performance Development Reports (PDRs).

TRAINING

50. Undertake and complete compulsory training courses that the Association will pay for, e.g. Statutory & Mandatory training. All training that forms part of the PDR process is to be undertaken and completed, where possible within the reporting period.

PERSONAL ATTRIBUTES AND RESPONSIBILITIES

51. The post holder is required to:

- a. Have a full, valid, car driving license (B1) to be able to visit remote sites independently.
- b. Have excellent verbal and written communications skills for the production of e.g. notes, correspondence, minutes and training guides, and to deliver training as required.
- c. Be able to occasionally work outside core hours in support of events, meetings or IT infrastructure/software changes.

52. There may be the occasional requirement to travel including overnight stays for training or meetings across the UK.

ADDITIONAL DUTIES

53.Undertake any appropriate task commensurate with the Crown Servant Grade C2 as directed by the CE/DCE

Other Points: This job description should be discussed/read with the line manager at the start of each annual Performance Development Report (PDR) period, and updated as necessary.

This job description may be reviewed in the light of changes during the period of appointment and on change of incumbent.

Signature of Employee:..... Date:.....

Name:

Signature of Line Manager:..... Date:.....

Name: *Col Alex Barnes*

As at 17 June 2022

PERSON SPECIFICATION – BUSINESS MANAGER

Serial	Competence	Essential	Desirable	Evaluation
1	Previous staff management		√	
2	Advanced Skills in the use of MS Office package, particularly Word and Power Point.	√		
3	Ability to draft accurate correspondence for senior managers	√		
4	Demonstrate experience of IT support to work colleagues	√		
5	Understanding of GDPR	√		
6	Previous note taking and production of minutes/notes/ROD's	√		
7	Extensive practical Human Resource Management experience, & CIPD qualified, ideally L5 minimum	√		
9	Experience of managing a budget and audit process	√		
10	Experience of managing a range of tasks concurrent and delegating appropriately	√		
11	Demonstrate previous roles working outside normal hours	√		
12	Experience of, and knowledge of GDPR and Subject Access Requests	√		
13	Demonstrate excellent verbal and written communications skills	√		
14	Ability to self-drive and have a valid driving license	√		

Personal Qualities:

- Keen to advance individual skills and personal development.
- Ability to prioritise tasks and time manage effectively with recognition of where influence and authority lies and its impact on account activity.
- A self-starter with high degree of flexibility and adaptability. Excellent team-working ability.
- An inquiring mind with an organised approach to engagement and information management and good attention to detail.