

## Urban Green Newcastle

Job Title: Business Manager

Salary: £30,000

Responsible To: Operations Director

Responsible For: Business Administrator, Cleaner

Purpose:

To develop and maintain systems, procedures and processes that provide technical and administrative support to Urban Green Newcastle.

### Principal Duties and Responsibilities:

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- To manage and administer personnel systems, policies and procedures, supporting line managers in their implementation.
- To administer, strengthen and report on the Charity's Health and Safety compliance and monitoring system, including risk assessments, fire safety, equipment, accidents, insurance and CDM.
- To administer, strengthen and report on the Charity's Safeguarding compliance and monitoring system.
- To be responsible for day-to-day management of the Charity's data and IT systems ensuring GDPR and other statutory compliance.
- To support Urban Green Newcastle in strengthening the Microsoft Office 365 and Teams environment, infrastructure and procedures.
- To develop and maintain business systems to support our commercial, estate management, fundraising and marketing functions including a CRM system and property management database.
- To automate financial, operational and human resource data recording and monitoring processes.
- To develop and administer a suppliers' database to manage third party contracts and commissioned activities.
- To manage schedules, agendas and minutes and monitor progress against actions for staff training and meetings.

## Person Specification

Job title: Business Manager

Category	Essential	Desirable
Skills, Knowledge and Aptitudes	<ul style="list-style-type: none"><li>• Advanced IT skills particularly in relation to Microsoft Office and Teams applications</li><li>• Ability to identify, design and embed new administrative and business systems, policies and processes leading to organisational change</li><li>• Excellent internal and external customer service skills</li><li>• Excellent organisational and time management skills</li><li>• The drive and ability to work co-operatively with others to achieve shared goals and optimize the contribution of all members of the team</li><li>• The ability to interpret and carry out detailed instructions</li><li>• Ability to use own initiative and to work under supervision within a team</li><li>• Effective literacy and numeracy skills</li><li>• Keen attention to detail, with a high level of accuracy</li><li>• Flexible approach to hours</li><li>• The ability to resolve challenging enquiries</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of HR and personnel procedures and management</li><li>• Knowledge of health and safety management and monitoring</li><li>• Knowledge of GDPR and procedures for ensuring organisational compliance</li></ul>
Qualifications and Training	<ul style="list-style-type: none"><li>• Educated to degree level or equivalent</li></ul>	

Category	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience of developing systems, procedures and data management systems for reporting and monitoring purposes</li> <li>• Experience of working in a customer service focused environment</li> <li>• Experience of setting up and maintaining administrative systems and processes</li> </ul>	
Disposition	<ul style="list-style-type: none"> <li>• Commitment to Equality, Diversity and Anti-discriminatory practices</li> <li>• Able to communicate effectively with a range of people</li> </ul>	
Special Requirements	<ul style="list-style-type: none"> <li>• No adverse criminal record.</li> <li>• Right to work in the UK</li> </ul>	