

# Business Support Manager Recruitment Pack

**We are hiring**  
**Join our team!**



# About Us

## We're Supportability

Since 1953 we have been supporting children, young people and adults with a wide range of complex learning and physical disabilities. Our aim is to enable those with a learning and physical disability to live a fulfilled and independent life.

## How do we help?

### Put simply – we 'Support'.

We're passionate about providing quality support services that enable those with complex learning and physical disabilities to access and use their inherent capabilities. Supportability enables those with a learning and physical disability to enjoy and take part in everyday life experiences.



## Our Vision

Where people with a learning and/or physical disability are present and active participants in their local community and have the opportunity to live fulfilled lives.

## Our Mission

To stand alongside the people we support, providing them with the skills, opportunities and confidence to participate as they would choose in the life of their communities.

# Our Values



## **OPPORTUNITY**

Where people thrive through choice.



## **INCLUSIVE**

Respecting and championing our differences.




## **CARING**

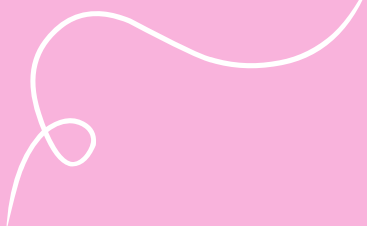
Caring for each other in a way that we would wish to be cared for.



## **WELLBEING**



Creating meaningful relationships and having good support networks.



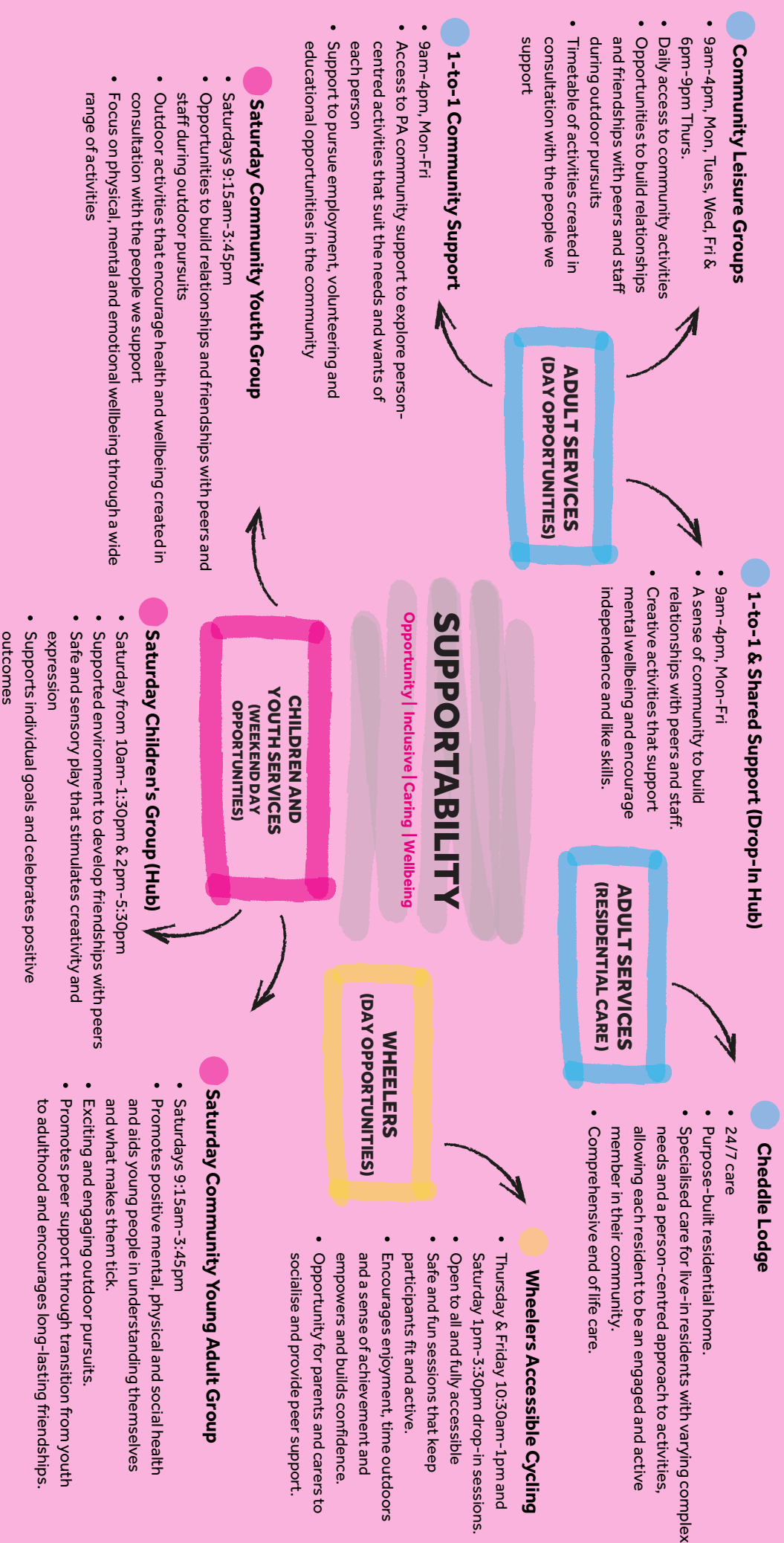
At Supportability we believe diversity is essential to our continued success. Embracing different perspectives, backgrounds and experiences fosters creativity and collaboration.

In addition to this, our values are not just principles, they are our foundation and drive how we work together and serve the people we support.

By staying true to our values, we will ensure consistency, integrity and a shared sense of purpose across all levels across our organisation.

With services offered across day, evening, and weekends, we support everyone to be independent, build friendships and develop new skills.

# Our Services



# Our Benefits

## Annual Leave

There is a basic entitlement for all staff of 30 days annual leave (210 hours) per annum for full time employees inclusive of bank holidays (pro rata for part time employees based on the number of contracted hours worked). This entitlement increases with length of service.

## Company Sick Pay

Depending on your length of service, you may be entitled to company sick pay. This also includes any entitlement to statutory sick pay (SSP).

## Employee Assistance Programme

Access to a 24/7 helpline to talk to someone about a range of issues including family, bereavement, trauma, relationships, mental health, personal legal information, tax information, money management and more.

## GP Anytime

As part of our partnership with Health Shield, you can speak to a GP face-to-face on the go. Appointments are accessible on your mobile, tablet or laptop and you can have your prescription delivered straight to your home address.

## Health Cash Plan

You can claim back payments on certain health treatments as part of our partnership with Health Shield. This includes dental (including emergencies), optical, chiropody, podiatry, physiotherapy and more.

## Maternity and Paternity package

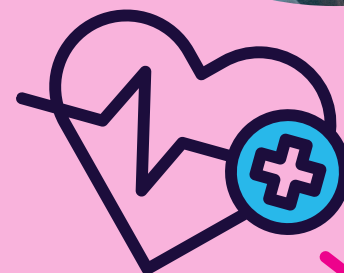
We offer 12 weeks at 50% of salary, inclusive of statutory maternity pay. We offer two weeks paid paternity leave.

## Pension scheme

Employees will be automatically enrolled into a scheme provided by Now Pensions in their third month of employment if they meet the eligibility criteria.

## Proud Supporters of the Good Employment Charter

Being a supporter of the Charter demonstrates our commitment to making a difference to our employees' lives by elevating employment standards.



# Supportability Rewards Programme



**Supportability have a number of ways in which celebrate hard work, dedication and mark the incredible impact that our staff make every day.**

Our rewards programme brings together a variety of ways to say thank you, including:

- Opportunity to win extra annual leave and other prizes through our “Living our Values” raffle.
- Family gift hampers.
- Take part in our “Warm Thank You” initiative to keep the kindness going.

And other incentives too!

**Further information is available upon commencement of employment.**



# Business Support Manager Role Description

## **Hours**

35 hours per week

## **Salary**

Points 32 - 35

## **Reporting to**

Deputy Chief Executive Officer

## **Main purpose**

The Business Support Manager plays a critical organisational role, working across operational services and business support functions to ensure the charity delivers efficient and compliant operations, that are ready for the future.

Working across operational services and the wider organisation, the Business Support Manager ensures a continuous improvement approach to the charity's processes, systems and administrative functions. The postholder will support the effectiveness, efficiency and evolution of back office and operational support services as the charity grows.

They will be responsible for maintaining a culture of stability, accuracy and performance improvement, and ensuring business support functions remain responsive to organisational needs.

The Business Support Manager is expected to champion and embed Supportability's values across all areas of responsibility:

## **Opportunity**

Creates an environment where staff and residents can thrive; promotes choice, independence and confidence in others.

## **Inclusive**

Champions equality and diversity; ensures everyone is respected, empowered and heard.

## **Caring**

Demonstrates kindness, compassion and empathy; supports others in the way we would want for ourselves and our loved ones.

## **Wellbeing**

Builds meaningful, positive relationships; supports emotional and physical wellbeing for residents and colleagues.

# Business Support Manager

## **Key Responsibilities**

### **Management**

- Provide line management to the Office Manager, who oversees the Customer Service and Business Administrator, ensuring effective and efficient administrative support across the organisation.
- Ensure the administration team maintains its independence when supporting different departments and operates with high standards of organisation, accuracy and responsiveness.
- Provide line management to the Marketing and Events Administrator and oversee marketing activities.

### **Business Support**

- Oversee internal contract monitoring for the charity alongside relevant internal contract managers. This should sit with the bid writer as they have a relationship with the funder
- Implement quality control measures to ensure accurate data monitoring, enabling evidence-based services. This includes attendance figures, demographics and grant related outcomes.
- In partnership with appropriate managers draft feasibility business cases where required to support development of services.
- Lead on capturing lessons learned from project work or data reviews and support managers to ensure actions are embedded into organisational practice.
- Identify trends, risks and opportunities through accumulated internal data and be able to translate it for different audiences, adjusting reporting format and narrative as required.

### **Marketing and Communications**

Support SLT to:

- Manage the charity's approach to Marketing and Communications by drafting the annual communications plan and oversee its implementation and review.
- Ensure communications, language and insight reflect local and national policy and trends.
- Sign off marketing materials prior to publication.
- Co-ordinate the Marketing and Events Administrator to deliver our annual fundraising event.

# Business Support Manager

## **IT Coordination**

Support SLT to:

- Oversee the charity's IT requirements in conjunction with the IT provider, including equipment, infrastructure and contract oversight.
- Attend quarterly meetings with the IT provider to review usage of equipment and licences, cyber protection measures and helpdesk activity.
- Manage and maintain organisational systems including (but not limited to) Unique IQ, e-Reception, SharePoint and any service-specific databases. Help us to understand what this means in reality.

## **Organisational and Board Reporting**

- Support preparation of reports and documentation for SLT, operational leads and business support teams, including updates on programme outcomes, trends and challenges in line with Supportability's strategic objectives.
- Monitor local and national government policy and sector developments, including local commissioning intentions.

## **General Operational Support**

- Support services with projects, processes or reports as required.
- Ensure lessons learned are captured and reported on across the charity.

# Person Specification

## **Qualifications**

- Degree level or equivalent – desirable.
- Relevant IT or project management qualifications (e.g., PRINCE2 or similar) – desirable.

## **Experience**

- Proven experience in line management ideally within a similar environment.
- Experience in a health, social care or equivalent regulated setting is desirable.
- Experience with operational digital processes and systems.
- Experience in compiling and presenting reports and interpreting organisational data.

## **Skills & Competencies**

- A curious mindset who can find and translate data.
- Strong IT system knowledge and confident in quickly adjusting to new and different systems and data sets.
- Strong analytical thinking, being able to draw conclusions based upon evidence.
- Excellent communication skills with the ability to adjust messaging for different audiences.
- Clear and accurate report writing and documentation skills.

## **Knowledge**

- Knowledge of how the health and social care sector works.
- Knowledge of IT systems administration, cyber protection and user governance.
- Knowledge of project management methodologies and organisational systems.



## Our Commitment to you

We're committed to creating a genuinely inclusive workplace where everyone feels valued, respected, and able to thrive. Our recruitment process is designed to remove barriers and give every candidate a fair and positive experience. We welcome applications from people of all backgrounds and lived experiences, and we actively encourage candidates to let us know if they need any adjustments at any stage, we're intentional about building an environment where difference is recognised as a strength.

## Our Commitment to Safeguarding

Supportability are committed to safeguarding and promoting the welfare of children, young people and adults at risk, and we expect all colleagues and volunteers to share this commitment. Where required, roles are recruited in line with safer recruitment principles to ensure we appoint people who are suitable, safe and aligned with our values. We will also carry out the appropriate level of DBS check (including barred list checks where applicable) in line with statutory guidance, and we will take a proactive stance in identifying and addressing any concerns at every stage. Please note that it is an offence to apply for a role if you are barred from engaging in regulated activity.



# How to apply:



Please send your CV and covering letter demonstrating how you meet the requirements of the role to Shay Hussain, Recruitment and HR Administrator at [hr@supportability.org.uk](mailto:hr@supportability.org.uk)

Please note that successful appointments will be subject to a DBS check at the required level (including barred lists), if required; references that cover the past 5 years (further if previous job roles have involved working with vulnerable children and young people, and must also include your last employer), full career history, valid right to work in the UK and occupational health clearance.

If you require any reasonable adjustments for your application or interview, please contact [hr@supportability.org.uk](mailto:hr@supportability.org.uk).



# Supportability

Making life better for  
people with disabilities



[supportabilityuk](#)



[supportability](#)



[supportability](#)



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[www.supportability.org.uk](http://www.supportability.org.uk)



[supportability9](#)



**SUPPORTER**

