

Application Pack

Business Support and Development Manager

Salary: £28,485 to £32,486 (pro rata) depending on experience

Contract: Permanent – Minimum 15 hours per week (some flexibility will be required to work additional hours linked to role and organisational priorities)

Benefits: Flexible working, employer contribution to pension, continuous personal development, 25 day holidays plus 8 bank holidays per year

Base: VAC Office, The Resource Centre, Hall St, Halifax, HX1 5AY

Closing date: 18th June 2019 (midnight)

Start date: As soon as possible

Interviews: In-person interviews will take place in Halifax on either 2nd or 3rd July 2019

About VAC – Improving Local Lives

At Voluntary Action Calderdale (VAC) we are on a mission to create connections, solutions and opportunities that build stronger communities. We are a membership organisation that delivers a range of support and services to Voluntary and Community Sector (VCS) organisations and groups across the Boroughs of Calderdale and Kirklees.

Our vision is to improve local lives by promoting positive social change. Our work includes organisational development support, driving quality across the sector and creating opportunities for the VCS sector to grow and thrive.

Align with our Values

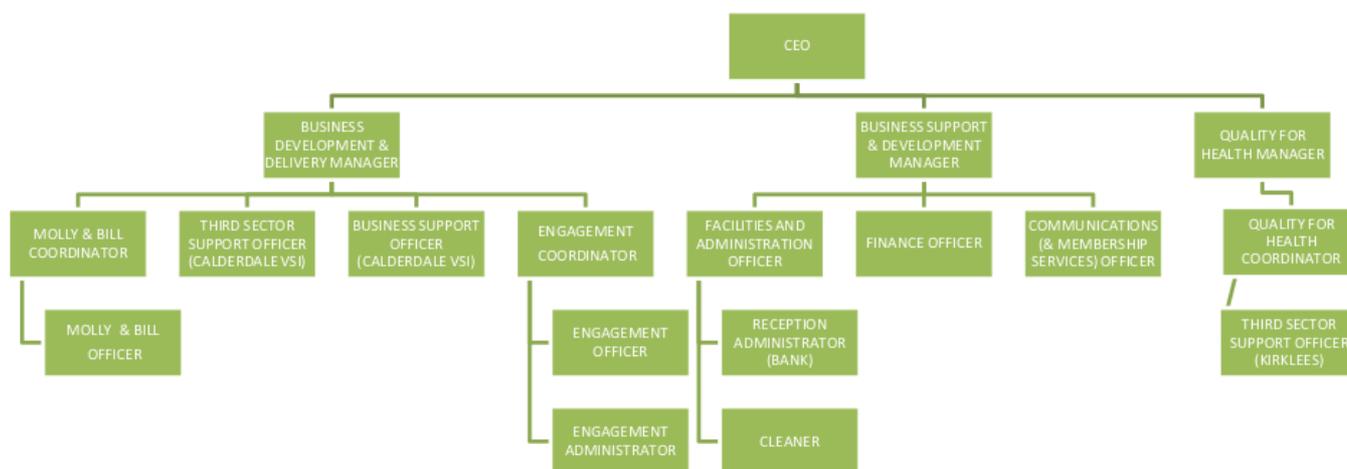
We use our core values as a guide to determine how we behave, how we make decisions and how we deliver on our roles and responsibilities.

Whilst our personal values may all be unique, we expect all VAC employees to embrace, engage and demonstrate our values whilst working with us, so we collectively build a strong unified culture to help us deliver our Mission and Vision.

VAC Values

<p>Quality</p> <p>We work to the highest standards, continuously developing our skills and knowledge</p>	<p>Connectivity</p> <p>We create lasting connections by working collaboratively towards shared goals</p>	<p>Inclusion</p> <p>We champion diversity, promote equality and create environments where everyone can flourish</p>	<p>We Value:</p> <p>Quality</p> <p>Connectivity</p> <p>Inclusion</p> <p>Integrity</p> <p>Solutions</p>
<p>Integrity</p> <p>We are transparent, honest and fair. We do what we say we will.</p>	<p>Solutions</p> <p>We take ownership and make things happen in a creative and positive way.</p>		

VAC Staff Structure



The Job Description

Key purpose of post

Reporting to the Chief Executive Officer as a member of our Senior Management Team (SMT), you will be responsible for improving our internal business practices. You will be accountable for creating greater efficiencies and increase the quality of our service delivery. You will also play a key role in driving new business initiatives to ensure we fulfil our vision and mission.

You will focus on all aspects of HR process, finance, IT, quality assurance, communications and the estates function, providing line management of the core business roles of Finance Officer, Communications Officer and Senior Administrator and will be responsible for Delivery Teams on an 'as required' basis.

You will collaborate closely with the Business Development and Delivery Manager to contribute to income growth targets, identifying opportunities and capitalising on new income streams. You will work closely with the Quality for Health Manager to ensure all aspects of delivery and development link into and promote the Quality for Health award.

Your accountabilities

1. Ensure the core organisational functions are reviewed and operating effectively to enable efficient functioning of the organisation; these include HR, finance, IT, communications and the estates function in line with organisational/ strategic priorities.
2. Lead on the development and delivery of a VCS facing Business Support Hub. Gather insight on our members needs and creatively build a range of hub services ranging from administration through to payroll/HR services to help create efficiencies for and help sustain local organisations.
3. Increase and maintain utilisation of the VAC building by its members and wider stakeholders to maximise footfall ensuring the building is considered as a valuable community resource and promoting income generation for VAC to enable our Mission and Vision.
4. Work with SMT and the Finance Officer to develop annual budgets, maintain oversight of the financial status of the organisation and support annual audit requirements.
5. Line management and direction to the Senior Administrator regards facilities management ensuring the estate is marketable, fit for purpose and maintained in line with compliance requirements and legislation i.e. Health & Safety.

6. Line management and direction to the Communications Officer to maintain a robust focus on our membership services and create compelling marketing and promotional materials to promote the work of VAC and its members. This will include social media content to effectively communicate VAC's Mission and Vision, impact, approach and the opportunities for members and wider stakeholder engagement.
7. Lead the organisation to obtain a recognised quality mark through ensuring all internal processes and systems meet the required standard/s working collaboratively with internal resources and external partners as required.
8. Work collaboratively with SMT on the development and implementation of plans for income growth and taking a lead on sourcing sustainable income generating activities through leading tender responses, funding bids and the production of proposals.
9. Establish and sustain collaborative relationships with VAC staff, trustees, members and wider stakeholders, cascading opportunities and knowledge sharing to build organisational resilience, promote new business and profile for the organisation.
10. To support the smooth running of VAC by contributing to management activities including internal reviews, organisational administration (annual reports, publicity) and taking an active role in team, SMT and Board level meetings.
11. Lead on bespoke developments and implementation of new initiatives and carry out any other duties as required to develop the aims of VAC.

Your strengths and characteristics

You will be working in a fast paced and challenging yet rewarding role. We're looking for someone who has:

- The ability to transform complexity into lean and practical solutions at all levels
- Crystal clear communication skills that engage people to enable organisational priorities.
- The ability to keep calm under pressure and to problem solve on your feet.
- Proactive and results orientated with excellent attention to detail and a focus on quality outcomes.
- Capacity to build strong relationships to engage internal and external stakeholders.
- Initiative and drive to identify, generate and manage new opportunities and partnerships.

- An enabling and growth mindset linked to people management and organisational development with the ability to forward plan.
- Flexibility – ability to adapt and be flexible in approach to work to enable role and organisational priorities.
- Inspiring, dynamic, energetic, enthusiastic, must enjoy working with people and be focused on promoting positive impact.
- Discretion as required and an ability to keep sensitive information confidential.

The Person Specification

Key:
 A = Application
 P = Presentation
 T = Test
 I = Interview
 C = Certificate

SKILLS, KNOWLEDGE & EXPERIENCE		
Requirement	Essential/ Desirable	Measurements
Business planning and management - understanding of development and delivery of effective business processes to support effective business operations, organisational sustainability and growth	Essential	A,P,T,I
Opportunity identification and management - proactive approach to creating income generation opportunities, including project and budget management to support organisational sustainability and growth	Essential	A,P,T,I
Compliance - general working knowledge of statutory and regulatory matters at an organisational level and linked to estate/building management including an understanding of and commitment to equal opportunities	Essential	A,P,T,I
Financial management and people management - making most effective use of financial and human resource through development and/or use of robust financial and performance management processes	Essential	A,P,T,I
Quality - Understanding of quality assurance marks and enabling organisational achievement of quality marks	Desirable	A,P,T,I

Excellent communication skills – ability to engage and create connections with a range of internal and external stakeholders across all sectors to promote and deliver the requirements of the role	Essential	A,P,T,I
Presentation – Ability produce accurate detailed performance and monitoring reports and present to internal and external stakeholders at all levels including Directors/Board of Trustees	Essential	A,P,T,I
Complex negotiations and managing conflict - to achieve objectives or outcomes at a personal, team and/or organisational level	Essential	A,P,T,I
IT literate – Ability to confidently use all current IT office software including Microsoft Excel to generate reports, presentations and develop effective business processes	Essential	A,P,T,I
Full clean driving licence, use of own vehicle with adequate insurance and ability to work flexibly and travel independently including out of office hours	Essential	A

QUALIFICATIONS		
Requirement	Essential/Desirable	Measurements
Educated to minimum Level 4 in management, undergraduate degree level or equivalent experience in management, business administration or relevant field	Essential	A,C
Diploma or Certification in areas of HR & financial management	Desirable	A,C

Employment Details

Special Conditions

Occasional weekend and evening working.

Ability to travel across Calderdale and Kirklees as required.

Probationary Period

The post will be subject to a 3 month probationary period.

Disclosure and Barring Service Check

This post may involve access to young people and as such it is a requirement under The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you may be required to submit a Disclosure and Barring Service check.

Equal Opportunities

VAC is committed to equal opportunities, anti discrimination and anti oppressive policy and practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, ethnicity, religion, marital status, sexual orientation, age or impairment. This policy applies to job applicants, employees, volunteers and service users.

Further Information

If you have any questions at this stage please contact call 01422 348777.

How to Apply

The closing date for applications is 18th June 2019 (midnight). To apply for the role, please submit your CV and a supporting statement (no longer than 3 sides of A4 Arial 12 font) describing how you meet the requirements within the Job description and Person Specification (using examples to demonstrate your skills, knowledge and experience) and email to maggie.opacic2@cvac.org.uk

If you would like to discuss the role please contact Dipika Kaushal, Chief Executive Officer on 01422 348777

Deadline for submission of applications is midnight on 18th June 2019

Interviews will take place on either 2nd or 3rd July 2019

Unfortunately, we are unable to give feedback to applicants not shortlisted for interviews. We do provide feedback upon request to candidates interviewed.