

**Citizens Advice Waverley**

**Job Description**

**Post: Business Support Manager**

**Salary: £22,613 pro-rata**

**Hours: 22.5 – 30 hours per week (12 months fixed term contract)**

**Reporting to: Chief Executive**

**Purpose of the post:**

Working within the aims and principles of the Citizens Advice Service and the procedures laid down in the office manual to:

* Provide a responsive service that delivers high quality information and associated support services both internally and to our external stakeholders.
* Liaise with users of information to resolve problems, provide innovative ways of presenting information and develop new analyses to inform decision making.
* Manage and develop the use of the domestic abuse and HR systems throughout the various areas of the organisation.
* Manage the implementation of system upgrades and new functionality for the domestic abuse and HR databases.
* Take the lead in ensuring organisational compliance with GDPR.

**Main Duties & Responsibilities**

Information Management

* Oversee the comprehensive collection, management and presentation of data.
* Provide complex and routine ad hoc data analyses and reports to various members of the organisation.
* Develop data extracts to meet the requirements of the organisation and external stakeholders.
* Take the lead for SLA monitoring, developing an expertise and understanding of targets and outcome measures.
* Develop new and different uses of information resources through investigative analysis and frequent liaison with key stakeholders.

System Management

* Manage the audit of system utilisation and performance and review KPI information to ensure the system remains performant and that all staff are using the system appropriately.
* Manage the deployment of system functionality to relevant teams.
* Act as main contact for supplier management
* To deliver training on key information systems as required.

Trustee Board Support

* Manage Board meeting schedule and associated room bookings.
* Oversee Trustee induction process, ensuring timely completion of associated documentation.
* Commission and distribute Board papers and minutes.
* Oversee the preparation of the Annual Report.
* Provide relevant support for the organisation’s HR Committee.

Communications Lead

* Manage the day to day delivery of the organisation’s websites and internal communication content.
* Manage the organisation’s social media communications.
* Take a lead role in the organisation’s Communications Team providing relevant administrative support where appropriate.

General

* Carry out any other task within the scope of the post to ensure the effective delivery and development of the service.

**Person Specification**

1. A high level of numeracy.
2. Excellent data presentation skills, written, graphical and verbal.
3. Experience in the extraction, analysis and presentation of data from large, complex datasets.
4. Skilled in using data query tools, spreadsheets and databases.
5. Demonstrable experience in improving data quality.
6. Ability to retrieve and process data from a variety of systems, understand the data structures within the systems and join extracted datasets into uniform outputs.
7. Ability to perform complex data processing which requires data interpretation.
8. Ability to utilise interpersonal skills to build and maintain relationships with staff at all levels.
9. Ability to use own judgement to seek advice or refer issues upwards when unsure of the appropriate response.
10. Experience of setting up and configuring information systems and associated functionality.

November 2019