

Step Up Job Specification

Job Title: Business Support Manager

Hours: 30 hours per week, worked over 4 days per week (Monday to Thursday)

Salary: £39,002.60 - £43,006.60 (Pro-rata)

Contract: Permanent

Location: Lock 9 Cottage, The Maltings, Falkirk

Reports to: Executive Director

Job Purpose:

The Business Support Manager is responsible for coordinating and supporting the organisation's quality assurance, compliance, business improvement and workforce development activities, ensuring that Step Up operates efficiently, safely and in line with regulatory, contractual and organisational requirements.

The post holder will coordinate Health and Safety, Quality Assurance, ISO 9001 compliance and the preparation for inspections, audits and accreditation processes, ensuring effective systems, policies and procedures are maintained to support high-quality service delivery. They will support the review and continuous improvement of organisational processes, monitor performance and compliance, and contribute to business improvement initiatives across the organisation.

The role will also oversee the organisation's staff induction and onboarding programme, ensuring all new employees receive a positive, comprehensive and compliant introduction to Step Up. Working closely with managers and staff, the post holder will promote a culture of continuous improvement, accountability, engagement and learning, helping to ensure that organisational systems, practices and resources support positive outcomes for young people, families and employees. The post holder will have responsibility for the line management of identified staff, including supervision, performance management, training and development, and supporting a positive and inclusive working environment.

The Business Support Manager will provide operational support to the leadership team through effective performance monitoring, reporting, project coordination, stakeholder engagement and the development of systems and processes that strengthen organisational effectiveness, quality and compliance.

Main Duties

Quality Assurance, Health & Safety and Compliance

Health and Safety Management

- Act as the organisation's Health and Safety coordinator, supporting managers to ensure compliance with legislation, regulations and best practice guidance.
- Develop, implement and review Health and Safety policies, procedures and risk assessments.
- Monitor, investigate and report on accidents, incidents and near misses, ensuring lessons learned are embedded into practice.
- Promote a positive health and safety culture across the organisation.
- Coordinate and monitor Health and Safety training to ensure staff remain compliant and informed.
- Provide regular reports and recommendations to senior management regarding Health and Safety performance and compliance.

Quality Assurance and ISO 9001

- Coordinate organisational preparation for inspections, audits, accreditation visits and regulatory reviews.
- Ensure organisational policies, procedures, records and documentation are maintained in accordance with ISO 9001 standards.
- Coordinate internal quality audits and support external accreditation audits.

- Monitor quality objectives, performance measures and service improvement plans.
- Promote a culture of continuous improvement and quality assurance across the organisation.
- Ensure all staff understand and comply with quality management requirements and organisational standards.

Inspections, Audits and Regulatory Compliance

- Coordinate organisational preparation for inspections, audits, accreditation visits and regulatory reviews.
- Coordinate the collection, quality assurance and presentation of evidence to demonstrate compliance and good practice.
- Work collaboratively with managers to identify areas for improvement and develop action plans.
- Monitor progress against audit, inspection and quality improvement actions, providing regular updates to senior leadership.
- Ensure recommendations arising from inspections and audits are embedded into organisational policies, procedures and practice.
- Maintain oversight of compliance requirements and support managers in meeting regulatory expectations.

Organisational Development and Business Improvement

Organisational Development and Continuous Improvement

- Support the implementation and monitoring of organisational improvement plans, policies and operational objectives.
- Review and enhance organisational systems, policies and processes to improve efficiency, compliance and service delivery.
- Lead and coordinate business improvement projects, ensuring objectives are achieved within agreed timescales.
- Identify opportunities for innovation and continuous improvement across all areas of the organisation.
- Monitor organisational performance and make recommendations for improvement.
- The Business Support Manager will also oversee designated business support and financial administration functions, including the effective operation of financial systems, invoice processing and payment coordination.

Project Management

- Coordinate organisational projects and business improvement initiatives.
- Support the planning, implementation and monitoring of project activities, ensuring agreed timescales and objectives are achieved.
- Assist managers in implementing new systems, policies, procedures and ways of working.
- Monitor project progress and identify potential risks or barriers to successful delivery.
- Ensure projects and improvement activities support organisational priorities, compliance requirements and quality standards.

Stakeholder Engagement

- Build and maintain effective working relationships with staff, managers, external agencies and other key stakeholders.
- Facilitate collaboration, consultation and information sharing to support organisational development and service improvement.
- Gather and utilise stakeholder feedback to inform decision-making and continuous improvement activities.
- Promote positive partnerships that contribute to effective service delivery and organisational objectives.
- Support clear and effective communication across the organisation.

Staff Induction and Onboarding

- Lead the planning, coordination and delivery of the organisation's induction programme.
- Ensure all new employees receive a comprehensive and positive onboarding experience.

- Develop and maintain induction materials, resources and schedules.
- Work closely with managers to ensure new staff are effectively integrated into their teams and understand organisational values, expectations and procedures.

Communication and Engagement

Organisational Communication

- Coordinate and support effective communication processes to ensure staff are kept informed of organisational developments, changes and key updates.
- Promote transparency, collaboration and consistency in communication across the organisation.
- Prepare and distribute reports, briefings, newsletters and updates for managers and staff teams.
- Support managers in communicating organisational policies, procedures and business improvements.
- Maintain and develop communication resources to support staff engagement and organisational awareness.

Employee Engagement

- Establish and maintain mechanisms for gathering employee feedback, including surveys, consultations and engagement activities.
- Support initiatives that promote employee engagement, wellbeing, recognition and retention.
- Encourage a culture of openness, collaboration, learning and continuous improvement.
- Analyse feedback and identify opportunities to improve employee experience and organisational effectiveness.
- Work with managers to promote positive working relationships and staff involvement in organisational development activities.

Performance Monitoring and Reporting

Monitoring and Evaluation

- Monitor organisational performance against agreed Key Performance Indicators (KPIs), compliance requirements and quality objectives.
- Collect, analyse and interpret data to identify strengths, risks, trends and opportunities for improvement.
- Produce accurate reports, dashboards and management information to support senior leaders and managers.
- Monitor the effectiveness of policies, procedures, systems, audits, inspections and organisational improvement activities.
- Track progress against action plans arising from audits, inspections, quality reviews and business improvement initiatives.
- Maintain accurate records and performance data to support compliance, reporting and decision making.
- Support evidence-based decision-making through effective performance monitoring, analysis and reporting.
- Make recommendations for improvements to systems, processes and working practices based on performance data and feedback.

Key Skills and Attributes

Leadership	Ability to provide leadership and support across the organisation, influencing good practice and promoting a positive organisational culture. Ability to support managers and staff in the implementation of quality, compliance and business improvement initiatives.
Communication	Excellent verbal and written communication skills with the ability to engage effectively with staff, managers, external stakeholders, auditors and regulatory bodies. Ability to communicate information clearly, professionally and appropriately to a

	range of audiences.
Organisation & Planning	Highly organised with excellent time management skills and the ability to manage multiple priorities, projects, audits, inspections and compliance requirements simultaneously. Ability to plan, coordinate and monitor activities to achieve organisational objectives.
Quality and Compliance Focus	Strong understanding of quality assurance, regulatory compliance and continuous improvement. Ability to develop, implement and monitor policies, procedures and systems that support organisational effectiveness and compliance.
Problem Solving and Decision Making	Ability to identify issues, assess risks and implement practical solutions. Uses evidence, data and sound judgement to support decision making and drive improvements.
Analytical Skills	Ability to analyse performance data, identify trends and produce meaningful reports to support organisational development and quality improvement.
Relationship Building	Ability to build positive working relationships with colleagues, managers, external partners and stakeholders. Skilled in working collaboratively to achieve shared objectives.
Training and Workforce Development	Experience supporting staff development, delivering inductions and promoting learning opportunities to enhance workforce capability and performance.
Attention to Detail	Strong attention to detail with the ability to maintain accurate records, monitor compliance requirements and ensure organisational standards are consistently met.
Adaptability and Resilience	Flexible and responsive to changing priorities, organisational needs and regulatory requirements. Able to work effectively under pressure and manage competing demands.
Commitment to Continuous Improvement	Committed to improving systems, processes and service quality through a proactive approach to learning, innovation and development.
Values-Driven Approach	Demonstrates integrity, professionalism, empathy and a commitment to achieving positive outcomes for young people, families and staff.

Person Specification

Criteria	Essential Requirements	Desirable Requirements	Method of Assessment
Education & Qualifications	Relevant qualification in Business Administration, Business Management, Leadership, Quality Management or equivalent relevant experience.	Degree or equivalent qualification in Business Management, Quality Assurance, Organisational Development or related field.	Application Form. Certificates. Interview.

	Commitment to Continuous Professional Development (CPD).	Health & Safety qualification (IOSH/NEBOSH). Internal Auditor or ISO 9001 qualification.	
Experience	Experience of supporting business operations, compliance, quality assurance or organisational development. Experience of developing, implementing and reviewing policies, procedures and organisational systems. Experience of performance management, monitoring and reporting. Experience of supervising people.	Experience within the social care, housing support, charity or third-sector environment. Experience leading Health & Safety processes. Experience managing audits, inspections or regulatory compliance activities. Experience of implementing or maintaining ISO 9001 standards. Experience of staff induction, onboarding and workforce development.	Application. Interview. References.
Leadership & Management	Ability to lead and influence others, promoting accountability and continuous improvement. Experience supporting teams to achieve organisational objectives.	Experience of direct line management. Experience leading organisational improvement projects.	Application. Interview. References.
Communication	Excellent verbal and written communication skills. Ability to prepare reports, policies, briefings and presentations. Strong interpersonal skills with the ability to engage effectively with a range of stakeholders.	Experience delivering training, inductions or presentations.	Application. Interview.
Quality Assurance & Compliance	Understanding of quality assurance, compliance and continuous improvement principles. Ability to monitor compliance and implement improvements.	Knowledge and experience of ISO 9001 Quality Management Systems. Experience supporting inspections, audits and accreditation processes.	Application. Interview.
Health & Safety	Understanding of Health & Safety legislation and safe working practices.	Experience acting as a Health & Safety lead or coordinator.	Application. Interview.

	Ability to develop and monitor risk assessments and compliance requirements.		
Planning & Organisational Skills	Strong organisational and project management skills. Ability to manage competing priorities and meet deadlines. Excellent attention to detail.	Experience coordinating multiple organisational projects or improvement initiatives.	Application. Interview.
IT & Digital Skills	Competent user of Microsoft Office applications including Word, Excel, Outlook and Teams. Ability to maintain accurate records and produce reports.	Experience using quality management, compliance or case management systems.	Application. Interview.
Problem Solving & Analysis	Ability to analyse information, identify risks and implement practical solutions. Strong analytical and decision-making skills.	Experience using performance data to drive service improvements.	Application. Interview.
Knowledge	Understanding of equality, diversity and inclusion principles.	Knowledge of Care Inspectorate expectations and quality frameworks. Knowledge of ISO 9001 standards. Knowledge of safeguarding, adult and child protection responsibilities.	Application. Interview.
Other Requirements	Member of the PVG Scheme or willingness to join. Full driving licence and access to a vehicle for business use. Willingness to undertake relevant training and occasional travel across services.	N/A	Application. References.