



Support Manager

Location: West Midlands office Dudley

Salary: £24,000

Reporting to the Head of HR & Premises, this key new position of Support Manager will be based in the West Midlands at our H.Q in Dudley. This post will have responsibility for managing a range of varied administrative processes to include: Personnel, Finance and Facilities. The new Support Managers role will also line manage the Referrals & Assessment team as well as having the key responsibility for the co-ordination of our monitoring data reports. In addition, the role has the added accountability of supporting the Senior Management Team. You will need to have the ability to remain calm, juggle a demanding and complex workload whilst leading by example to support the delivery of our purpose to support those with gambling related harm.

Key attributes needed for this exciting new role are:

- Prior experience as in office administration
- Ability to work on own initiative and manage workload effectively
- Excellent knowledge of administration practices and their applications, working with comprehensive policies and procedures.
- An understanding of senior administration functions, ideally with minute taking expertise and acumen.
- Strong IT skills, able to create and write reports in both Word & Excel.
- Confident and effective communication skills to liaise with a wide-ranging audience
- High degree of confidentiality, able to deal with complex and highly sensitive information.

This is a great opportunity so if this inspires you, please get in touch or visit our website to download a full application pack:

www.gordonmoody.org.uk

Closing date: Midday on 9 July 2018 - Interviews to be held on 12 July 2018

	JOB DESCRIPTION
Job Title	Support Manager
Reporting to	Head of HR & Premises
Responsible for	Referral & Assessment Coordinators
Location	West Midlands Head Office - Dudley
Terms & Conditions	£24,000

OVERALL JOB PURPOSE

The Support Manager is responsible for providing senior administrative and business support to the Head of HR and Senior Management Team. The Support Manager will also have the day to day line management responsibility for the Referrals & Assessment Coordinators. A key element of the role is to provide support for the administration of Board related duties including notes of meetings and booking venues and travel.

KEY RESPONSIBILITIES

The duties and responsibilities of the Support Manager can be broadly divided into the following areas:

Service Delivery

1. Acting as the main point of contact between GMA staff, Board and key stakeholders.
2. Organising and maintaining diaries, making appointments and arranging travel.
3. Dealing with incoming emails and other correspondence and responding on behalf of SMT members as required and appropriate.
4. Helping produce documents, briefing papers, reports and quality presentations.
5. Organising meetings – including refreshments and catering and any travel arrangements - and demonstrating good advance planning to ensure senior staff are supported to prepare appropriately for meetings.
6. Attending internal planning meetings and taking notes and minutes.
7. Attending and taking minutes at GMA Board of Trustees meetings and.
8. 'Meeting and greeting' visitors at all levels of seniority and acting at times as the first contact "face" of GMA.
9. Ensuring there is an efficient and pleasant working environment through regular management and organisation of data and filing and developing and maintaining a key documents resource.
10. Day to day management of staff who process and collate information for GMAs referrals and assessments. Line management will include supervisions, appraisals and day to day back office support.

People Management

1. Line management supervision and carry out annual appraisals for assigned staff
2. Assist the Head of HR to manage recruitment and inductions and keep the HR database up to date.
3. Ensure regular team meetings take place with own team
4. Support with the volunteer recruitment process
5. Oversee the planning and management of learning and development opportunities for the Organisation.

General

1. Understand, uphold and work with the values, ethos, purpose and aims and objectives of the Gordon Moody Association
2. Promote and uphold service user's rights and ensure implementation of GMA's service user involvement strategies
3. Abide by the terms of the organisations policies and procedure and particularly in relation to code of conduct and professional boundaries
4. Work flexibly to maintain the most appropriate level of service provision, respond positively to organisation change and development
5. Undertake any such duties as reasonably required by your manager

Values

Underpinning our purpose, we have developed a core set of values which are integral to how we deliver our services and we expect all staff to sign up and demonstrate how they live these values.

- 1 **Non-judgemental** - ensuring that we listen to people, respect them and value their beliefs
- 2 **Empowerment** – equipping our service users with the knowledge, skills and abilities to improve and enhance their lives
- 3 **Passion** – being dynamic, committed, enthusiast and caring
- 4 **Honesty** – being open and transparent
- 5 **Open to Change** – evolving our approach, being forward thinking and open to innovative new ideas

PERSON SPECIFICATION - SUPPORT MANAGER

Essential	Desirable
Experience of administration and a role in effective office management	The candidate should ideally have a relevant business administration Qualification
Experience of managing electronic systems and procedures.	Short hand or touch type experience for accurate minute taking.
Experience of managing people	Experience of working with IT systems and preferably Zero, all Microsoft products; HR systems and client-based systems
Ability to use IT to a level commensurate with the post, an applied knowledge of Office 365, Microsoft Word and Excel	
Ability to evidence a commitment to the values of the organisation	
Experience of communicating effectively with a wide-ranging audience in a coherent, professional and appropriate manner	
Ability to work on own initiative and manage workload effectively with excellent organisation skills	

Terms and Conditions

Benefit	Further details
Annual Leave	28 days per year plus bank holidays
Salary	£24,000
Learning & Development	Annual L&D plan for organisation as well as personal L&D plan further to appraisal
Childcare Vouchers	As an employer we are part of a Childcare Voucher Scheme, which enables parents to save money from tax relief on childcare. This scheme is available to new entrants until September 2018.
Pension	Auto Enrolment into Employer Stakeholder Pension Scheme
Staff Travel Loan Scheme	We offer a Travel Loan Scheme (After Qualifying Period) This scheme is available to permanent employees to apply for an interest free loan to purchase a rail/public transport season ticket for your journey to work.