

JOB DESCRIPTION

Job Title	Head of Support Services
Job Holder	TBC
Responsible to:	Assistant Director – Finance and Support Services
Responsible for:	Office Manager HR Officer Volunteer and Training Officer Business Administration Apprentices

Main Duties:	Manage the HR function across the organisation. Manage the Administrative function across the organisation. Manage the Volunteer offer. Oversee Health and Safety across Foundation and Beacon, working closely with Facilities Management. Manage the administration of organisation-wide training, working closely with the Head of Quality Control, Safeguarding, M&E and Training.
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Responsibilities and duties specific to this Role:

Human Resources

- Keep all employee records up to date both hard and soft copy, ensuring GDPR guidelines are maintained
- Monitor and record attendance, providing advice and reporting as required
- Manage and maintain the employee database
- Manage, conduct and/or minute disciplinary, grievance and investigatory meetings
- Ensure expenses and timesheets are completed and collated by the agreed Payroll deadlines
- Send policy updates as guided by H&K circulars and changes to legislation
- Distribute updated and new policies and procedures as required, ensuring the Policy Register is kept up to date
- Review the Employee handbook annually
- Provide advice to managers and staff of the correct policies and procedures to follow
- Manage recruitment, selection and induction
- Facilitate and carry out inductions for new employees
- Manage the Star Player and Reward and Recognition schemes; link to performance
- Maintain appraisal system and measure results
- Maintain and develop staff retention statistics, succession and talent planning
- Maintain communication channels to ensure employee relations, engagement and culture
- Contribute to organisational development and manage change as required
- Maintain the highest level of confidentiality and professionalism

Administration

- Manage the Office Manager and Administration Assistants providing training and mentoring as required
- Manage, develop and maintain the administrative functions of the Foundation via the Administration team
- Prepare reports and documents as required
- Keep databases up to date

- Conduct regular team meetings, feedback on relevant developments including self-assessment and targets to the team
- Quality manage the administration team not under direct line management
- Manage the recording of Accident, Incident, Complaints and Compliments received and monitor via quarterly graphs
- Create and maintain the HR, Health and Safety and Administration project plan and scorecard
- Liaise with the Facilities and IT staff regarding any housekeeping issues
- Attend meetings; contribute to forward planning and strategic development of the Foundation
- Attend/run Working Groups as required
- Work within the established administrative and financial systems to ensure smooth running/quality of projects
- Contribute to the processes of forward planning, monitoring and evaluation
Develop working practices in line with Foundation of Light Equality and Diversity and Safeguarding policies

Health and Safety

- Work closely with Facilities Management ensuring health and safety is maintained across all sites
- Keep Health and Safety handbook up to date, review annually
- Attend regular training courses to ensure best practice
- Maintain checklist of Foundation requirements on scorecard
- Monitor risk assessments, provide training and conduct reviews as required
- Provide Health and Safety training to managers as required
- Keep up to date with current legislation and practices

Training and Volunteers

- Manage the Volunteer and Training Coordinator
- Ensure support is provided to the Head of Quality Control, Safeguarding, Training and ME for training administration
- Oversee the creation and development of the Volunteer Strategy
- Oversee the recruitment of volunteers for Foundation of Light, ensuring legislation, training and induction are fully in place
- Ensure volunteer records are maintained in line with GDPR regulations 2018

Management responsibilities and duties

- Manage, develop, communicate with, and engage the employees within your remit
- As a Senior Manager within the organisation, communicate and engage across the wider-team
- Ensure employees are fully inducted, trained, appraised and progressed in line with Foundation of Light policies
- Contribute to the Senior Management Team
- Produce Board and Committee reports as required

Administration and M&E responsibilities and duties

- Work within the established administrative and financial systems to ensure smooth running and quality of projects
- Complete relevant administration for partner agencies
- Produce accurate ad hoc reports as requested
- Answer internal and external queries in relation to your role in a timely and professional manner
- Ensure third party agreements, service level agreements, risk assessments, lesson files and session plans are up to date, in place and signed where relevant

- Ensure databases are updated on a regular basis with correct information
- Complete and keep up to date: monthly reports (including dashboards), quarterly pro-v-act statistics, traffic lights and development plans
- Contribute to the Self-Assessment process and work to the agreed objectives for your team and the organisation

Development/Donor responsibilities and duties

- Build strong and lasting external business relationships with partners, donors and agencies
- Keep up to date with relevant developments in Human Resources, Administration and Health and Safety, relevant to the geographic location and the third sector
- Ensure targets are met and the team is on budget
- Support the objectives and aims of the Foundation of Light, and associated companies as relevant, as provided in the Business Plans
- Attend relevant training and good practice events

Behaviour and Professional responsibilities and duties

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies; self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are met at all times
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required
- Build strong internal relationships
- Work in collaboration with colleagues to achieve the end goal
- Ensure positive organisational messages and culture are maintained
- Contribute to good housekeeping across all Foundation sites and equipment
- Follow the laid down policies and procedures at all times

FOUNDATION OF LIGHT CORE VALUES
We work as a team We are professional We are proud of what we do and dedicated to achieving our goals We are progressive and forward thinking We are fully committed to achieving the best for our customers and communities We are passionate and enthusiastic

Please note - you may also be required to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times you will be required to act in accordance with company policies, follow departmental procedures and maintain the highest level of confidentiality.

Acceptance of the job description by the Employee:

Signed

Print Name

Date

PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)
Skills:	
Communication, oral and written	E
Planning and control	E
Team work	E
Work on own initiative	E
Interpersonal	E
Conflict handling and resolution	E
Creativity and imagination relevant to the workplace	E
ICT and administration	E
Ability to work under pressure and to tight deadlines	E
Application and funding bid writing	E
Group work facilitation	E
Multi-tasking	E
Managing people	E
Qualities:	
Commitment	E
Flexibility	E
Honesty and trustworthiness	E
Motivation and enthusiasm	E
Patience and diplomacy	E
Persistence in the workplace	E
Determination to succeed and meet targets	E
Commitment to equality and diversity, safeguarding and health and safety	E
Flexible approach to working hours	E
Knowledge:	
Human Resources procedures and systems	E
Employment law and legislation	E
Administration systems	E
Health and Safety legislation	E
Understanding:	
Delivery of exceptional customer service	E
Of the need to work flexible hours to meet the needs of the charity	E
Commerciality	D
Employee relations and engagement	
Workplace behaviours and conduct	E
Experience:	
Minimum of two years' Human Resource management	E
Minimum of two years' office/administration management	E
Planning and working to budgets	E
Meeting targets in the workplace	E



Monitoring and evaluation mechanisms	D
Health and Safety in the workplace	D

Qualifications (or recognised equivalent):	
First Aid	D
Driving Licence	E
ICT at Level 2 or above	E
GCSE Mathematics and English at grade C or above	E
Business Administration at Level 3 or above	E
CIPD at Level 5 or above	E
Management at Level 5 or above	E
IOSH Managing Safely	D