

Role Profile

Job Title: Business Support Lead

Salary range: £22,000 - £24,000pa

General Information		
Accountable to: Director of Funding & Compliance		
Job Purpose		
<ul style="list-style-type: none"> To ensure that the business is supported through effective administration, supervising other members of the team. Assist the Director of Funding & Compliance with all aspects of business support duties To support, train and guide other members of the Business Support Team Work collaboratively and effectively with all members of the Funding and Compliance Team To manage relationships with our partners and internal customers, being able to interpret requirements and providing an exemplary service 		
Key Responsibilities		
<p>To Achieve Financial & Performance Targets (KR1)</p> <ul style="list-style-type: none"> Protect funding at all times ensuring forms (paper & electronic) are fully compliant prior to processing Manage the inputting of all learner information across the organisation to ensure that financial claims and data is validated, meeting the internal and external deadlines Identify and resolve issues in a timely and productive manner, monitoring and analysing results Develop and maintain business support procedures, ensuring they reflect the requirements of the business and our funding bodies Ensure learner files and employer files are secure at all times, including robust archiving Key contact for stationery and recycling suppliers, liaising effectively to reduce costs and maintain quality <p>To Develop the Business and Engage with Stakeholders (KR2)</p> <ul style="list-style-type: none"> Ensure an exemplary internal service supporting all areas of the business Ensure an effective service is provided to partners of Quest <p>To Ensure Quality Improvement and Achieve Compliance (KR3)</p> <ul style="list-style-type: none"> Comply with all company policies & procedures Contribute to Quest's quality improvement processes to improve provision and other company processes Ensure that Quest is compliant and all audits meet business needs <p>To Develop Self, Supervising and Leading Others (KR4)</p> <ul style="list-style-type: none"> Managing performance within the Business Support Team Take ownership of annual performance & development plan Support and communicate effectively with colleagues across the business Attend & contribute to meetings 		
Minimum requirements	Personal Attributes	
<p>Essential:</p> <ul style="list-style-type: none"> GCSE A-C Maths, English & ICT/or demonstrate competence at this level A confident supervisor Knowledge of Government funding requirements Excellent communication skills Excellent organisational skills Have the right to live and work in the UK indefinitely and without restriction <p>Desirable:</p> <ul style="list-style-type: none"> NVQ L3 Management Car user 	<p style="text-align: center;">Core Values</p> <ul style="list-style-type: none"> Managing relationships Communication Meeting customer's needs Involving people Quality conscious Integrity Determination Adaptability 	<p style="text-align: center;">Job Specific</p> <ul style="list-style-type: none"> Developing people Analysis & judgement Forward planning Decision making Thoroughness Initiative Team results Personal organisation
Other requirements		
<ul style="list-style-type: none"> DBS check as appropriate Willing to undertake training & development to meet the needs of the job To be professional, co-operative and flexible to meet organisational and stakeholder needs, undertaking such duties as may reasonably be expected 	<ul style="list-style-type: none"> A strong commitment to promoting and safeguarding the welfare of learners Able to demonstrate a commitment to Equality and Diversity Comply with Health & Safety legislation and policy Act with environmental sustainability in mind at all times 	

Role profiles will be reviewed and amended to meet the needs of the business and external demands