

Job Description

Business Support Manager



Function:	MTS Health
Position:	Business Support Manager
Job holder:	Business Support Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ruth Strickland - COO
Additional reporting line to:	Caroline Finlay COO
Position location:	Hemel Hempstead (Hybrid)
Grade:	J1
Salary:	£38,000-£42000

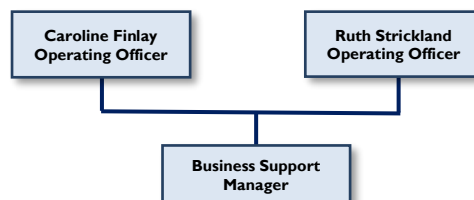
1. Purpose of the Job – State concisely the aim of the job.

Provide support to COO including COO projects.
Bid Management – Tenders and Bid Submissions
Manage Quality & H&S Administration for MTS
Manage Framework Appointments and renewals
Ad Hoc Special Projects as required
Coordinate conferences and marketing and Website
Manage MTS Board Meetings (one a year) and Senior Leadership (5 people 4 times a year)
Manage Relationship with IT Provider

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Characteristics: Turnover £5m 53 Employees

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Have excellent organisational skills and experience
- Have very good Word Formatting and Powerpoint with good excel
- Have keen eye for detail and excellent accuracy skills
- Collect all data and information required by management and project managers
- Present data and information in standard formats
- Provide detailed diary planning for key project elements

- Able to prioritise tasks
- Resource management
- Assimilate, analyse and disseminate information effectively

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Support bid management activities, including the preparation, formatting and submission of tender responses using standard templates and online procurement portals.
- Coordinate Health & Safety and Quality Management administration, including meeting organisation, minute-taking, document distribution and record archiving.
- Respond to incoming calls and direct enquiries to the appropriate personnel.
- Coordinate Management Review and Board meetings, including the preparation of papers and supporting documentation for the Senior Leadership Team.
- Manage GDPR-related administration and maintain alignment with Quality Management requirements.
- Liaise with MTS Team Leaders and People Managers to maintain accurate and compliant HR records, including personnel onboarding and Right to Work checks, annual leave, sickness absence, DBS checks, payroll records and training records on Sodexo systems.
- Support marketing and communications activities, including organising events and conferences, maintaining corporate branding standards, coordinating website updates, producing banners and posters, and developing PowerPoint presentations.
- Prepare, format and quality-check proposals, reports and other business documentation.
- Coordinate and collate Social Value activities with Social Value Champions, supporting website updates and marketing communications.
- Provide administrative support for the MTS Apprenticeship Programme and associated award initiatives.
- Act as a liaison with Sodexo to coordinate and progress general business and administrative requests.
- Manage IT service requests and technology requirements on behalf of the COO team.
- Coordinate framework renewals and submissions, ensuring documentation is completed and submitted within required timescales.
- Obtain and coordinate company insurance quotations and support the administration of associated legal and compliance requirements.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Analytical & Judgemental Skills
- Planning & Organisational Skills
- IT Proficient
- Able to work independently and prioritise workload

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Previous experience in an administrative role, experience in a busy environment.
- Experience of being proactive and reactive
- Attention to detail and accuracy with the ability to co-ordinate workloads
- Good IT skills with the ability to produce excel spreadsheets, including excellent MS Office (Word, Excel, PowerPoint and Outlook)
- Ability to prioritise own workload and work to strict deadlines
- A flexible “can do” attitude is required for this role.
- Self-starter and self-motivated with ability to prioritise and schedule work under conflicting pressures

Desirable:

- Previous experience using SharePoint

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Innovation and Change
- Employee Engagement
- Learning & Development

Employee Name	Nicola Parkes	Date	
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