



Role Profile

Job Title:	Business Administration Manager
Reporting to:	Head of Finance
Location:	Blackburn Youth Zone, Jubilee Street, Blackburn
Rate of pay:	Upto £25,000
Annual Leave:	25 days plus public holidays

Main purpose:

The Business Administration Manager is central to the success of Blackburn Youth Zone as we embark on our ambitious plans for growth and development. Working alongside the CEO and the Leadership Team and Managers, you will provide a key role in ensuring an efficient, effective, robust “back office” support service and robust HR systems enabling the wider team to focus on providing the very best opportunities for the young people who engage with the charity each year.

We are looking for someone who is passionate about making a positive difference within the community, a problem solver who enjoys a fast-paced and varied working environment with:

- experience and working knowledge of HR processes and legislation
- experience of line managing
- a good understanding of systems (for example CRM databases such as Salesforce, time and attendance platforms such as UKG)
- Sound administrative experience with an eye for detail
- Operational experience within the business or the not-for-profit sector

Context of the post:

Blackburn Youth Zone is an iconic, state-of-the-art facility for young people in the heart of Blackburn which opened in June 2012. Attracting young people from across the town and beyond by its fantastic facilities, Blackburn Youth Zone provides sports and arts activities and practical support, especially for those who are disadvantaged.

The three-storey building has dedicated sports halls with a climbing wall, gym, boxing ring, dance and performing arts spaces and as well as visual arts facilities. Also included are a cafe, games and social areas and an outdoor all-weather pitch on the roof. The centre is open 365 days a year.

The main characteristics of our work with young people are:

- We start where young people are and go where young people take us
- We offer opportunities for supportive adults to develop positive relationships with young people
- We will bring our town together to support young people

Role Description:

HR

- Working with the Chief Executive & HEad of Operations e to provide the HR function and ensuring

compliance with all Employment legislation

- Carrying out and maintaining DBS checks for all staff
- Undertaking new starter processes including obtaining references, issuing new contracts, issuing new starter forms
- Managing and maintaining staff records including recording sickness, holiday requests, records of sickness for core team staff.
- Point of contact for all staff for maternity pay, SSP etc.
- Manage all grievances & disciplinaries as necessary with the support of HR trustees
- Management of sickness absence process
- Point of contact for HR advice and guidance inline with policies, toolkits & legislation ensuring all team members are aware of the correct process
- Review and update policies and procedures in line with legislation on an annual basis or as necessary
- Promoting and supporting staff and volunteer development and training together with the management team.

Governance

- Providing the secretariat service for the Blackburn Youth Zone Board and CEO
- Preparing and coordinating board reports
- Coordinating and tracking the board training
- Create and maintain a board induction process
- Ensure an AGM is planned and carried out each year in line with the Charity Commission legislation

IT and systems

- Establishing and maintaining office systems whilst maintaining an overview of the functioning of salesforce and UKG including producing reports for the Board or Onside as required
- Administration of staff BYZ Google accounts
- Improve and develop systems to ensure the smooth and efficient running of the youth zone. These will include the database system and the use of the latest technology.
- Securing best value for all service contracts including landlines, mobile phones and photocopiers.

Administration & PA

- Attend OnSide Network Business Administration Managers meeting on a monthly basis feeding back to BYZ Leadership team of developments and updates
- Establishing and maintaining office systems and maintaining an overview of the functioning of salesforce including producing reports for the Board or Onside as required
- PA to the CEO ensuring their calendar & emails are up to date
- Managing postal arrangements
- Stationery ordering
- To ensure that the Youth Zone complies with its obligations under new GDPR legislation
- Assist the CEO in research for detailed reports as and when required ensuring they have all information necessary to develop ideas.
- Any other ad hoc duties as required by the CEO.

Person Specification

	Essential	Desirable
Qualifications		
Relevant HR qualification CIPD Level 3 or working towards this		✓
Willingness to work towards HR qualification CIPD Level 3	✓	
Knowledge		
Good understanding of office administration	✓	
Excellent working knowledge of IT, spreadsheets and word processing.	✓	
Experience		
Experience of the HR/personnel function	✓	
Experience or knowledge of working with a medium-size team		✓
Experience of managing and implementing internal processes		✓
Experience of line managing and developing team members		✓
Experience of successfully undertaking a range of office administration duties	✓	
Experience of the HR function		
Experience of providing support to a Board		✓
Skills		
Attention to detail	✓	
Ability to manage office systems and contact databases		
Excellent numeracy skills	✓	
Ability to work quickly, accurately and to strict deadlines under pressure	✓	
Good verbal and written communication skills	✓	
Ability to work on own initiative and within a team	✓	
Excellent organisation skills	✓	
Analytical and problem-solving skills	✓	
Methodical approach and ability to maintain accurate and transparent data systems	✓	
Ability to communicate and develop a rapport with stakeholders at all levels from all sectors		
Excellent IT skills	✓	
Personal Attributes		
Patient, positive, helpful and flexible	✓	
Energetic and enthusiastic	✓	
Good interpersonal and communication skills	✓	
Excellent time management skills	✓	
Willing to learn new things and to work positively to support the wider team and Blackburn Youth Zone to achieve success	✓	
Demonstrate a commitment to the values and principles of Blackburn Youth Zone	✓	