

## **IBD REGISTRY BUSINESS SUPPORT MANAGER**

### **JOB CONTEXT**

The IBD Registry is the first and largest repository of UK IBD data, and our mission is to provide better understanding based on data, to enable better treatments, better medicine, and better information for clinicians and for patients. We're looking for a motivated and organised Business Support Manager to be responsible for the smooth and efficient running of internal financial and business functions, which in turn support all the client-facing activities.

More information about our organisation can be found on our website: [www.ibdregistry.org.uk](http://www.ibdregistry.org.uk)

### **JOB TITLE**

Finance and Business manager (proposed name change from Business Support Manager)

### **MAIN DUTIES**

The Business Support Manager is primarily responsible for the functions that keep the organisation running smoothly: finances, HR, compliance, operations management and generally supporting the CEO in managing and overseeing the day-to-day operational running of the Registry. The Business Support Manager will work closely with the Client Support Manager to ensure that we approach clients in a consistent and supportive way. Our clients are mainly hospital trusts and our specialists are medical clinicians (doctors), so exposure to the medical world is helpful but not necessary.

### **REPORTING AND KEY RELATIONSHIPS**

The role reports to the Chief Executive Officer, and has key internal relationships with the Data Service Manager and the Client Support Manager. There are also relationships with the Board and Executive Team.

### **ROLES AND RESPONSIBILITIES**

#### **Finance**

1. To manage the in-house finance process, using Xero Online, including book-keeping, bank reconciliation, cashflow management, payments in and out, payroll, NICs & pension, expenses, VAT returns
2. To produce standard financial reports regularly (notably monthly, quarterly and year-end) and as required, using the Xero functionality supplied in combination with other tools such as Excel where appropriate
3. To manage the interfaces to and interactions with external financial agencies, including the bank, payroll and pension systems, HMRC; ensuring security of access to these agencies.
4. To manage proactively payments in, including preparing and sending invoices, tracking and chasing, working closely with the Client Support Manager in client handling on these
5. To manage expenses, ensuring properly submitted, supported and authorised, plus payments out, including keeping supplier records

**HR and Staff**

6. To administer the HR (employee and where applicable sub-contractor) online record-keeping systems, including personnel files, annual leave, sick records, appraisals, disciplinary, etc., ensuring security of access to these files
7. To support HR-related activities, such as recruitment, joiners, leavers, annual leave recording, expenses recording, statutory pensions letters, end-of-year, etc.

**Office Management**

8. To ensure insurance cover is in place each year, reviewing and suggesting cost-effective alternatives
9. To proactively consider needs of the office and review as may be needed new and alternative goods and services, including cost investigation
10. To maintain processes and records for other required compliance activities, such as Health and Safety, Information Commissioners Office
11. To be the 'point of contact' for external suppliers etc for office related activities

**Board, Executive and Clinical Support**

12. To support the Board, Executive and Clinical Teams with appropriate arrangements, such as travel booking, meeting room booking, papers needed
13. To take minutes of meetings if required

**Data Handling and Information Governance**

14. To maintain ongoing and up-to-date records of internal/office data such as employee, staff, suppliers, (etc.) contacts in an appropriate CRM-style database system (to have key involvement in the planned upgrade of this system)
15. To ensure that employee and other internal/office details are protected and administered within Information Governance policies and procedures
16. To be the Information Asset Owner for internal/office data (i.e. non-client, non-patient; most notably employee and staff data, bank/financial data), undertaking and passing each year the required Information Governance training
17. To understand IBD Registry Information Governance and Data Security policies and procedures and to ensure that all data processing activities (client and otherwise) comply with these.

**Other**

18. An awareness of Health and Safety legislation, demonstrated in safeguarding the actions of both yourself and others at all times
19. To work within company policies and procedures at all times, proactively raising suggestions for improvement where-ever seen, and writing procedures or supplying content for them where required and requested.

20. To maintain appropriate records and logs as may be required (proactively suggesting if none) so that there is a followable trail of information
21. Any other duties as may be reasonably expected and are commensurate with the level of the post.

## **PERSON SPECIFICATION:**

### **Essential:**

1. Good experience of financial management using a finance package (e.g. Xero, Quickbooks, etc.), ideally cloud-based, including book-keeping, bank reconciliations, payroll, NICs & pension, managing payments in and out with cashflow; using the finance package functionality to prepare standard financial reports regularly and as required.
2. Experience or demonstrable understanding of people management activities (HR or related), including organised and secure record-keeping
3. Demonstrably strong in standard office IT tools such as Excel, Outlook, Word, Powerpoint, etc., and familiar with cloud-based office IT, such as Sharepoint, MS365, Mailchimp
4. Demonstrable understanding of Information Governance and Data Security issues.
5. Organised and methodical, with strong time management and work planning skills, including the ability to be flexible where the team schedule requires it
6. Innovative and active problem-solver, open to new learning and continuous self-development
7. Strong team-working skills, with a collaborative approach to working.
8. Excellent interpersonal skills, written and spoken, for support for clients and projects.

### **Desirable:**

1. Working knowledge of the systems we use: Xero, Mailchimp, Sharepoint, NEST
2. Exposure to the hospital or pharmaceutical world

## **SALARY AND OTHER DETAILS**

This is a permanent role (could be 4 or 5 days/week) and offering a salary of £27,000 FTE.

We offer 25 days holiday each year plus 8 Bank Holidays (all FTE, pro-rata for part time); a 4% employer's contribution to your pension; all our clinical staff are hospital-based so we are experienced at remote and flexible working. Our fulltime working week is 40 hours/week, and there may be a requirement to periodically work outside of standard office hours (usually remotely), for example, to fit in with clinical schedules.

We are a young growing company, and so there is great scope for skills development and real career development opportunity.

## KEY DATES AND HOW TO APPLY

Closing date for applications: Monday 14<sup>th</sup> May 2018 @ 9am

Interview dates: Thursday 17<sup>th</sup> May (evening also possible) and Friday 18<sup>th</sup> May .

Interviews will be at the offices of the BSG (British Society of Gastroenterologists) in Regent's Park, London, but the role will be based south of London - we will soon be relocating to the Epsom-Sutton area, only 30 minutes train journey from Waterloo, Victoria and Blackfriars, 15 minutes from Wimbledon. You must have the right to work in the UK.

Please indicate in your return email if you cannot attend a certain day, and if you have a preference for a morning, afternoon or the Thursday evening (we cannot guarantee we can meet your preference but it helps us to know)

To apply, all candidates are required to complete and submit the following:

- your CV (maximum 2 pages), including details of your education
- a covering letter (maximum 2 pages) covering three points: why you are the right candidate for this role; how you fit the Person Specification, plus details of your current salary package and notice period, and contact details of two referees including the context in which they know you (one of these should be your current or most recent employer)

(Please note that we will not accept applications that are just a generic CV)

We can only accept applications from candidates who have the right to work in the UK.

If you have any questions, or would like to talk with us beforehand, please email us on [support@ibdregistry.org.uk](mailto:support@ibdregistry.org.uk) (also for a talk - so that we can arrange a time for a conversation).

We will be shortlisting and inviting for interview in the morning of Monday 14<sup>th</sup> May; we will inform you if you have not been invited for interview.

Your referees may be contacted prior to a final decision being made, and only after you have attended the interview and with your permission.

An employment decision and offer of employment will be made promptly. We will be looking for the successful candidate to start as soon as possible.

*This document describes the main elements of the job. This a new role in a young organisation and this description is a guide to the expectations and main duties as we understand them currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. This document is subject to review on an on-going basis.*