



## **Business Manager - Public and Third sectors**

### **Hybrid working**

**Reports To:** Director

### **Job Overview:**

The Business Manager provides essential support to the business by overseeing and carrying out all project management and administrative tasks relating to the recruitment assignment as well as providing a quality customer service experience to all internal and external clients in line with the organisation's vision, values and behaviour framework. In addition, the Business Manager assists Directors with business support activities.

### **Responsibilities and Duties:**

- Assist in managing and developing client relationships
- Assist managing the recruitment and selection processes by effectively liaising with the client, candidate and internal teams.
- Manage timescales and resource requirements to ensure that the assignment can be delivered within the agreed timescales
- Identify potential issues or bottlenecks in the recruitment process and work proactively to resolve them, minimising disruption to the project.
- Arranging interviews, meetings, assessment days etc with candidates and clients as well as arranging travel as appropriate
- Managing recruitment advertising.
- Approve decisions, requests for information etc on behalf of the Consultant in their absence according to agreed guidelines and policies
- Monitor responses/applications received and make sure that candidate's applications are processed efficiently
- Preparation of client facing documents to a high standard.
- Ensure that candidates and clients receive a professional and comprehensive recruitment service at all times.
- Ensure all necessary administration, payment and aftercare services are concluded in line with company policies.
- Collaborate with the finance department on operational expenditures, identifying opportunities for cost savings and efficiency improvements.
- Comply with company management systems, billing policies and procedures including accurate database management
- Conduct professional discussions with clients and candidates using all mediums as appropriate
- Taking part in post assignment reviews to ensure continuous improvement
- Operate in line with the industry code of ethics and relevant legislation.

Business Managers may have specific additional responsibilities or function tasks from the list below:

- Framework and Tender Management – production of tenders, management information for frameworks and managing the portals.

- Events and Networking – planning and booking attendance at events for Consultants as well as organising organisation led events.
- Facilities Management – responsibility for office and property maintenance as well as admin liaison with landlord.
- Liaison with external IT support provider to manage IT system
- Quality Management – responsibility for the procedure manual, resource management and outputs, best practice as well as database support and training, GDPR and compliance.
- Director Support – assisting with inbox, diary management and support with extracurricular / networking activities, business development tasks and activities.

**Essential Skills and Abilities:**

- Excellent time management, planning and ability to prioritise
- Excellent analytical and problem-solving abilities, with a focus on operational efficiency.
- Good attention to detail with a high level of accuracy
- Supportive team player with the ability to operate autonomously when required
- A sense of determination and resilience
- Excellent written and verbal communication skills
- Self-motivated and able to use initiative
- Cool, calm approach to pressure
- Flexible and able to adapt working style to meet client requirements
- Be proficient with all MS Office packages and pick up new systems/procedures with ease