



Forward thinking
Straight talking

Business Support Manager

JOB SPECIFICATION

Gateley / RJA

POSITION: Business Support Manager

LOCATION: Kibworth

CONTRACT TYPE: Permanent

The *role*

The Business Support Manager is a member of the Management Team and in this capacity is expected to contribute to the day to day management of the office facilities and administration team in terms of efficiency and cost effectiveness, training and guidance, customer care principles and to manage the Administration Team. In addition, they are expected to have extensive experience of the processes and procedures of the organisation

You will be responsible for the following:

- Implementation of administration policy and procedures.
- Overseeing facilities management ensuring a safe, functional and well-presented working environment.
- Office supplies and stationery to be ordered in line with company accounts
- Keep Directors and Management team informed by reviewing procedures and identifying trends.
- Liaise with HR on recruitment, appraisals and HR matters.
- Implementation of administration policy and procedures in conjunction with HR.
- To lead, monitor and manage the Administration Team ensuring efficient work throughout to meet organisational goals.
- Maximise the use of admin resources within the company to ensure that quality, service standards and productivity levels are met.
- To report monthly on the workflow to the Directors and the Management Team on team performance and administration management.
- To facilitate and support informal and formal training of the administration team to maximise individual and team achievement and good working relationships.
- To facilitate weekly administration team meetings.
- To liaise with the Administration team and implement the admin structure plan within the department in line with new technical members of staff.
- To provide introduction and overview of administration team to new members of staff as part of the induction procedure.
- Answering telephone calls and taking clear and concise messages.
- Secretarial duties including audio typing, scanning and photocopying as required.
- Updating the company's Business Management System (BMS) and publishing documents efficiently.
- Responding to emails effectively and efficiently within service standards.

- Support the Directors in producing and distributing a range of procedural documentation to agreed specifications, quality, and service standards.
- Producing correspondence, reports, meeting documents, confidential papers and presentation material where required.
- Work with the company's Health & Safety provider to ensure all policies, procedures and documentation are current. Ensure staff are informed of H&S regulations and training arranged accordingly. At all times to comply with the requirements of the Company's administrative, personnel procedures and Health & Safety regulations.
- Manage company portals ensuring all documentation is relevant and status maintained

The *Team*

Gateley RJA is a Chartered Quantity Surveying Practice who offer a comprehensive range of construction consultancy services, including quantity surveying, project management, employer's agent, clerk of works, and advisory services.

Their team is experienced in various construction sectors such as health, care, industrial and manufacturing, residential, conservation, and commercial.

Gateley RJA is dedicated to delivering tailored solutions to meet the specific needs of their clients, ensuring that project budgets, timelines, and quality standards are consistently met. They pride themselves on building long-lasting relationships with clients, with much of their work coming from repeat business and personal recommendations.

Gateley RJA hold Investors in People Gold status, and strive to maintain a welcoming and people focused working environment

The *Person*

Candidates will be able to demonstrate the following attributes:

- Experience and detailed working knowledge of administration practices and procedures.
- Experience of managing a team of people to meet KPIs and productivity levels.
- Experience in delegating tasks and project management.
- Experience of working for a director/s at a senior level
- Problem solving skills.
- Organisational skills.
- Sensitivity and empathy.
- Leadership skills and the ability to 'make things happen'.
- Excellent verbal and written communication skills.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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