

Job Description & Person Specification

Job Title	Business Assurance Manager
Hours	Full Time / 35 hours per week
Contract	Permanent
Salary	£28,000 – 30,000 per annum pro rata (dependent on experience) + up to 4% matched pension contribution
Line Manager	CEO
Location	1 Thorpe Close

Age UK Kensington & Chelsea Approach

We promote the well-being of older people through:

- Providing services which support independence
- Learning from this experience to inform our understanding of older people's needs
- Ensuring the voices of older people in Kensington and Chelsea are heard
- Working in close collaboration with other organisations to achieve these aims

Job Role

The Role

We are seeking a Business Assurance Manager to join our organisation, working closely with the CEO and our Senior Management team. You will be responsible for ensuring the smooth running of the organisation, including front of house, quality and governance. The post holder will oversee timetables, reporting, system quality assurance and processes to ensure they are running smoothly and to agreed timescales.

Key Responsibilities

- Oversee the development and implementation of a framework of quality, business assurance and risk management ensuring that all key activity takes place to the desired quality
- Provide high quality and high-level administrative, co-ordination support to the CEO and SMT
- Ensure the smooth running of our governance systems including the Board and Sub Committees.
- Under the direction of the CEO, undertake reviews of quality and governance within the organisation

- Manage, organise and prioritise own workload in response to the service and team requirements.
- Track agreed actions to ensure implementation is achieved against targets
- Manage the agenda and produce the required papers for Board and sub-committee meetings
- Update the SMT to ensure that the frameworks remain up to date, relevant and fit for purpose
- Undertake regular compliance checks against our policy review dates
- Work with the CEO and SMT to ensure the risk register is regularly reviewed, updated and actions are followed through
- Interpret, build upon and comply with company quality assurance standards
- To accurately input, collate, extract and deliver electronic data for monitoring purposes and assist with producing reports, in a timely manner
- Produce reports as required
- Ensure the smooth running of our 'front of house' service, including first point of contact.
- Line manage front of house staff and volunteers.

Person Specification

Essential

1. Experience of governance, risk and quality systems
2. Technical knowledge and skills
3. Strong analytical skills utilising advanced Excel skills
4. Strong written and communication skills and ability to communicate with all levels of staff
5. A confident self-starter with the ability to work with minimal supervision
6. Report writing skills
7. Strong organisation skills
8. Flexible, proactive and self-motivator
9. Proactive in nature with the ability to manage multiple tasks and deadlines ensuring that the work is done to a high standard.
10. Attention to detail
11. Ability to present complex information in a succinct & understandable manner
12. Ability to manage multiple tasks and prioritise according to team goals
13. Open to being challenged and to challenge the status quo
14. Pro-active team player