



Business Support Manager Recruitment Pack

Job Title	Business Support Manager
Duration	1 year contract
Hours	2.5 days per week, Monday - Friday (17.5 hours per week)
Salary	£35,000 pro rata
Location	Remote working within the UK
Application	The closing date for this position is 2 nd May. Interviews will take place online over MS Teams. Please submit a cover letter and CV detailing your suitability for the post to info@crustaceancompassion.org , also stating when you may be able to take up the position if offered.

Job Description

It is an exciting time to join Crustacean Compassion. This role offers an opportunity to join a friendly and supportive team in an award-winning organisation that is making a significant difference to the lives of millions of animals. We are seeking a Business Support Manager to help support our operations and make sure that we are working as effectively as possible.

Crustacean Compassion is a not-for-profit animal welfare organisation which campaigns for the humane treatment of decapod crustaceans such as lobsters, crabs, prawns and langoustines, based on the scientific evidence of their sentience. Decapod crustaceans are not adequately covered under UK animal welfare legislation. This means that many shocking methods of slaughter, handling and storage which would be illegal in other animals, such as boiling alive, are currently permitted. We are working to change this.

Despite our small size we are well-respected for our reasoned, determined and creative approach. We have received significant public and political attention which has prompted widespread media coverage and we are the only organisation focussed on this issue.

Having recently undertaken the implementation of all core operational systems across the organisation, this varied role will see you supporting the Directors in the effective management of these systems, plus leading on the delivery of the related processes. The role will cover all areas of operations, including finance, human resources, information technology, facilities and governance.

Key Responsibilities

As this is a broad role it is understood that a lot of candidates will not have experience in all areas detailed, so training will be given on any aspects required.

Human Resources

- Lead for staff recruitment, including but not limited to placing advertisements, arranging interviews, completing right to work checks, obtaining references, and organising offer letters and contracts
- Lead on Health & Safety for the organisation, with a focus on the remote working context
- Manage the organisational HR system, including updating and monitoring employee annual leave
- Liaising with our external HR support company when required

Information Technology

- Data Protection Officer for the organisation
- Arranging hardware when required with our external IT support company
- Assist with the administration of Office 365
- Help with the management of IT contracts
- Help to ensure that the data in the CRM remains up-to-date and accurate

Finance

- Processing of supplier payment runs
- Monthly financial reconciliations, including reconciling the Customer Relationship Management (CRM) system to the Finance System
- Managing the asset register
- Running finance reports and assisting with yearend processes as required
- Following the production of monthly payroll reports, performing a first review before sign-off by the Executive Director
- Supporting with transaction processing as required

Facilities

- Liaising with our facilities management company as and when required
- Review and recommendations made regarding an organisational telephone system

Governance

- Assist the Directors with the preparation of statutory returns
- Help with the preparation of Board papers and agendas as required
- Assist the Directors in ensuring that all organisational policies are adhered to, and supporting the development of new policies as required

General

- Taking minutes for Board meetings

- Any other duties as required

Person Specification

Essential

- Experience within a similar role
- Excellent organisational skills
- Experience of working to deadlines with multiple priorities
- Someone who is happy to work as part of a team but also under their own initiative
- Proactive thinker who is good at problem solving
- Good communications skills
- Ability to work effectively remotely

Desirable

- Experience with GDPR and Data Protection
- Governance and accounts experience
- Previous experience using thankQ and a finance management system e.g. Xero, SAGE
- A passion or interest in animal welfare

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