



BUSINESS SERVICES MANAGER JOB DESCRIPTION

REPORTS TO: Chief Executive Officer	CONTRACT TYPE: Fixed-term contract – Full-time position.
PLACE OF WORK: Kirkcaldy YMCA HQ, Gallatown Hub, and community locations.	REQUIREMENTS: The post-holder will be subject to a Basic Disclosure Scotland check.
ROLE PURPOSE: The Business Services Manager is responsible for keeping the operation of Kirkcaldy YMCA running smoothly by planning, organising, directing, and coordinating all administrative and business development functions of the organisation. This role provides a critical link between the business services plan and the organisation's ability to deliver its charitable purpose.	
DELIVERABLES: As the Business Services Manager, you can expect your role to involve but not be limited to the following: VISION AND MISSION <ul style="list-style-type: none"> • Support the Chief Executive Officer by providing strategic information and advice on financial, HR and people, IT, Health and Safety, marketing and social media, regulation, and compliance matters affecting the organisation. • Clarify the strategic vision for the development of Kirkcaldy YMCA to the business services team within the direction of the Chief Executive Officer and help people understand how their role contributes to its delivery. BUSINESS SERVICES PLANS <ul style="list-style-type: none"> • Lead and oversee the implementation of the organisation's short- and long-term business services plans in accordance with its strategy. • Lead on the formation of appropriate business systems linked to Kirkcaldy YMCA's key workstreams and projects. FACILITIES MANAGEMENT <ul style="list-style-type: none"> • Maintain safe, well-equipped locations and facilities that support our programme of activities by working with the Facilities Officer to establish and implement an effective maintenance and management plan in each of the organisation's locations. • Ensure the effective preservation of all buildings and facilities – including maintenance and improvement programmes, liaising with contractors and stakeholders regarding building repair work. FUNDING AND GRANT APPLICATIONS <ul style="list-style-type: none"> • Maximise our funding and revenue by supporting the Programme & Funding Manager in the compilation of funding applications and submissions to statutory bodies, charitable trusts, and foundations. • Ensure all grant funding is subject to monitoring and review and reported on timeously and appropriately. MARKETING AND SOCIAL MEDIA <ul style="list-style-type: none"> • Grow our reach and ensure we can benefit increasing numbers of children and young people by working with the Chief Executive Officer to create and maintain our impact and marketing plan. • Develop Kirkcaldy YMCA's messaging, tone of voice, style, and approach to strengthen our external presence and profile in line with our values and culture. • Develop appropriate mechanisms to promote and market Kirkcaldy YMCA using digital platforms including the website and social media. • Work with the Programme & Funding Manager to create content and campaigns that promotes our programmes effectively. 	



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FINANCIAL MANAGEMENT

- Liaise with the Chief Executive Officer and bookkeeper in respect of financial management and compliance requirements.
- Ensure effective financial management of resources by working with the Chief Executive Officer to establish and maintain a detailed overview of finance activities. Create annual budgets acceptable to the Board of Trustees and provide advice and support that will enable the team to manage resources within agreed budgets.
- Analyse finances and make recommendations to ensure the organisation's continued stability and growth.
- Maintain knowledge of the payroll input worksheet so that in the absence of the Bookkeeper the payroll can be prepared timeously for processing by the payroll agent.

GOVERNANCE AND MANAGEMENT

- Develop and communicate financial, HR, operational and administrative guidelines, policies, and procedures that maintain effective governance and compliance while supporting the smooth running of the operational plan.
- Ensure that the Kirkcaldy YMCA adopts an ethical approach to its social responsibilities and sustainability.
- Lead on the completion of reports and returns to statutory bodies and funders.
- In collaboration with the Chief Executive Officer, ensure that the organisation is compliant with relevant legislation including GDPR, Health and Safety, Employment Law and other regulatory requirements as appropriate.
- Provide the Chief Executive Officer with accurate, relevant, and timely information to enable them to form judgements and make educated decisions.

RELATIONSHIP BUILDING

- Maintain stakeholder confidence by building long-term mutually beneficial working relationships and partnerships with external stakeholders, regulatory bodies, local authorities, government bodies and the public, acting as the business services face and ambassador of Kirkcaldy YMCA.

PEOPLE MANAGEMENT

The Business Services Manager creates a structure and develops people in roles that enable the smooth operation of Kirkcaldy YMCA. The people management responsibilities of this role include but are not limited to the following:

- Support the Chief Executive Officer to create and maintain a positive culture in Kirkcaldy YMCA by establishing clear standards of conduct and respect, valuing diversity, engaging, listening to, and including each team member as part of the solution.
- Establish clear lines of accountability and responsibility across the Business Services team that foster and maintain effective working relationships.
- Lead and manage the Business Services team, ensuring the organisation is well run and team members feel valued and equipped to work effectively.
- Inspire and support the team to meet their goals and understand how their contributions are vital to achieving our charitable purpose.



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KEY SKILLS AND QUALIFICATIONS

The Business Services Manager works collaboratively with all areas of the organisation and leads the business services team and functions that enable the smooth operation and development of Kirkcaldy YMCA. Success in this role requires management and leadership experience, skills, and qualifications, which include but are not limited to:

- HND/HNC in business administration or equivalent experience.
- A qualification and practical experience in financial administration or bookkeeping.
- Training and experience of leading and managing a team.
- Training and experience of facilities management systems and procedures.
- Accredited health and safety qualification or willing to work towards this.
- A range of IT skills including Microsoft Word, Excel, Outlook, and PowerPoint.
- Experience of working in the Third Sector.
- Authentic and practical leadership skills and the ability to inspire others.
- Excellent attention to detail.
- Strategic thinking and the ability to keep in mind the big picture.
- Highly developed communication and relationship building skills.
- Strong organisational ability.
- The ability to be decisive in high-pressure situations.
- Commercial awareness and business acumen.