**Business Process Manager job description and person specification**

**Inspiring Scotland** is a registered Scottish charity and one of the world’s largest venture philanthropy organisations. We support over 500 charities across 16 social-impact programmes, manage over £38m of charity grant-making per annum and have 54 full and part-time employees. We are passionate about addressing inequality and improving the lives of people living in Scotland’s most vulnerable communities.

We are a collaborative, supportive organisation and place high emphasis on team working and sharing best practice and learnings both internally and externally. We view our staff as ambassadors for the organisation and all staff are expected to demonstrate high standards in all aspects of their work.

We are a flexible employer and offer an excellent benefits package. We have won or been nominated for Family Friendly Awards three times.

**Job description**

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| **Job Title:** |  **Business Process Manager**  |
| **Role Purpose and Objectives**  | The Business Process Manager will be responsible for day-to-day oversight of Inspiring Scotland’s fund processes. This includes management of different processes for fund development, monitoring, reporting and payment, charity and stakeholder engagement to ensure high quality delivery of fund management across the organisation. They will work closely with the rest of the core operational team to support the Head of Funds and Head of Development and Partnerships deliver the annual operating plan.  |
| **Main tasks and responsibilities**  | * Responsibility for Fund operational processes being followed and that teams are facilitated collaboratively to continuously improve and develop these processes
* Develop and manage quality standards for all aspects of fund management and charity support
* Coordination of actions and work flow between the Management team and Operations team, project managing delivery of the Operational plan.
* Support development of Salesforce as the corporate database, translating financial monitoring and fund reporting processes to support design, development and improvement of the database
* Management and coordination of what reporting, payment and sign-off needs to be done by senior management, and when.
* Management of corporate reporting including:
* Collating fund output data for Inspiring Scotland Board including financial information
* Producing management information reports on Fund performance for SMT and Inspiring Scotland Board
* Collating organisational impact information and reporting on delivery of contracts to Scottish Government, external stakeholders and the Inspiring Scotland Board.
* Reviewing and mapping fund outcomes to the Scottish Government National Performance Framework and United Nations Sustainable Development Goals
* Improvement of systems to record, and management of, data from Fund programmes. This includes maintaining a Fund evaluation log and aggregating cross-fund information to support policy evidence.
* Oversight and improvement of processes to understand and plan for risk management of Fund programmes.
* Coordinate training for Fund staff on new systems and to help the operations team manage any periods of change
* Support to senior management to manage fund operational budgets
* Coordination of internal communication of fund activity to support the senior management, operations and communications team manage and support fund output
* Development of MS Teams platform for fund development and communications
* Project management of any future operational change processes.
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| **Working arrangements** | 35 hours a week which can be delivered flexibly, although ideally hours would cover the core times of 9.30/10am to 3-3.30pm 4 days a week. The role is office based for contractual purposes however you may be expected to travel for some meetings. Inspiring Scotland is a family friendly and flexible employer looking to ensure a work home life balance for all employees. **March 2021:** The Inspiring Scotland office is currently closed due to COVID-19 restrictions and all staff are working remotely from home. We will continue to follow all guidance and open the office when it is safe to do so.  |
| **Reporting to** |  Head of Funds  |
| **Key relationships** | The core operations team including: * Head of Development and Partnerships and Head of Funds (senior management team)
* Projects and IT Executive and Assistant
* Business Support Officer and Finance Manager (HR lead)
* Communications Manager

The Business Process Manager will also liaise closely with the Inspiring Scotland Management team which is made up of Fund and Programme Managers with line management responsibilities and direct with Fund staff.  |
| **Salary**  |  £30,000 - £35,000  9.25% employer pension contribution, benefits package and generous holiday package.  |

**Person Specification**

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| **Essential experience and skills**  | * Demonstrable experience of managing multiple processes and resources
* Process driven with an ability to drive systems development
* Experience of influencing and supporting colleagues, particularly through periods of change
* Strong organisation, listening and analytical skills
* Excellent IT skills using MS Word, Excel and Outlook and other web based applications
* Excellent planning and self-organization skills to deliver work to agreed timescales and standards and prioritise effectively while under pressure
* Ability to contribute effectively to assist in shaping and developing the organisation
* Ability to exercise independent judgement, reasonable care, skill and diligence
* Ability to engage with stakeholders to deliver organisational aims and plans
* Ability to communicate clearly with people at all levels of the organisation
* Ability to identify and quantify risk
* Confidence to challenge existing practices
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| **Desirable experience and skills**  | * Experience of Salesforce and input to development of database systems
* Knowledge of different management information systems and IT platforms that would improve efficiency and quality
* Knowledge of working with charities and third sector organisation to drive social change.
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| **Qualifications**  |  No specific qualifications are required, however candidate must be able to demonstrate similar experience in an operational support type role. |
| **Personal qualities needed in this role** | * A warm and welcoming outlook
* Dependable, open and reliable and highly motivated approach to delivering the role and wider responsibilities.
* An ability to work on one’s own initiative will be important as will a “self-starter” approach.
* An ability to multi-task and prioritise task requests from many
* A positive, proactive and innovative approach to tackling and solving problems
* The candidate will work across a range of teams people so must be able to adapt to different ways and styles of communicating and working.
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| **How to apply**  | Please complete the Application Form and Equal Opportunities Form by midnight on 25th April 2021 and send to recruitment@inspiringscotland.org.uk with subject heading Business Process Manager.Interviews will take place w/c 3rd May 2021.  |