

Job description

Title:	Business Manager
Location:	Oxford
Salary:	OMC Grade 6 - £28,660 - £34,189 pro rata
Hours:	30 hours per week
Contract type:	Fixed term – 2 years in the first instance (end date 31/04/2021)
Reporting to	Chief Executive Officer

How to apply: To apply please complete the application here
<https://www.surveymonkey.co.uk/r/OMCBusinessManager>

Deadline for applications – 17:00 on Thursday 28th March 2019

Interviews: To be held in Oxford on Tuesday 2nd April 2019

The Oxford Mindfulness Foundation

The Oxford Mindfulness Foundation is a registered charity trading as The Oxford Mindfulness Centre (OMC) which is world renowned as an international centre of excellence. Closely affiliated with the University of Oxford we operate within the structures of the Charities Commission, supporting and housed within Oxford University's Department of Psychiatry. Our shared vision enables us to work with partners around the world to work towards the prevention of depression and enhancing human potential through the therapeutic use of mindfulness. The OMC has been at the forefront of research and development in the field of mindfulness and has extended its reach to include training and education, clinical services and engagement and advocacy, promoting the benefits of mindfulness globally.

For more information please visit <http://www.oxfordmindfulness.org>

Overview of the role

We are looking for a Business Manager to join the Oxford Mindfulness Centre team. The role is critical to the day-to-day running of our busy and growing centre. It would appeal to someone who wishes to support the business function at the heart of our mission to prevent depression and promote human flourishing across the lifespan through the therapeutic use of mindfulness.

The role is ideally suited for a graduate who has good experience in office management with excellent people and project management skills. The post holder will have a varied workload with competing demands, they should thrive working as part of a dispersed team and be open to learning and developing as the OMC evolves in response to the evidence base and field needs. Experience of developing and maintaining relationships with business partners, colleagues and a range of stakeholders is essential as is the willingness to engage in an environment which incorporates mindfulness into its daily culture.

The post holder's primary role will be to support the business functions of our work which is part of our charitable objective to widen access to MBCT. The work will be varied and the post holder will need a pragmatic and flexible attitude with the ability to multitask well, think on their feet and work at varying levels to support a range of administrative functions. The role involves finance monitoring duties and working closely with the Chief Executive Officer and the OMC bookkeeper / accountant therefore accuracy and attention to detail is essential.

The post holder will report to the Chief Executive Officer and work closely with the wider OMC team to oversee day-to-day business functions. They will act as line manager for Grade 4/5 administrator(s) and where required supervise projects led by our associates or consultants.

The postholder will be co-located with other members of the OMC impact team in the Oxford Mindfulness Centre at Kellogg College on Banbury Road Oxford. Although based in Oxford, the post holder might occasionally be asked to travel to meetings which may on occasions include overnight stays (expenses remunerated in line with OMC rates). The post will involve occasional evening/weekend working where events might require support and therefore some flexibility of working hours is required.

Responsibilities/duties

Business Administration

- Work with the Chief Executive Officer and other members of the team to plan, coordinate and evaluate the OMC's activities and events.
- Oversee (and where necessary contribute to) the essential administration of our teaching and training.
- Responsible for the day-to-day project co-ordination of our Accessibility Projects, liaising with teachers / trainers and host venues, including planning and administration and business arrangements around the delivery.
- Routine evaluation of our activities, collating, analysing and disseminating both contributor and participant feedback; identifying areas for improvement.
- To be responsible for the bespoke booking system used to manage customers and to use this data to provide reports required.

- Act as clerk to the Board of Trustees, of the Oxford Mindfulness Foundation, managing papers, agendas and taking minutes at quarterly meetings.
- Manage the OMC's operational space including reporting maintenance issues and acting as first point of contact for building queries.
- Where appropriate, support the recruitment processes for permanent and temporary staff from induction to exit.
- Work with the Chief Executive Officer to create, update and monitor policies and procedures to ensure good company practices.
- Submit monthly payroll report to the accountant for processes for employees
- Be the first point of contact for employee queries such as sickness / leave and other employee contractual queries, seeking guidance from the Chief Executive Officer as appropriate.
- Draw up contracts for all those engaging with the OMC to ensure partners, associates and other stakeholders comply with our data protection, confidentiality and other policies as required.

Communication

- Contribute to externally facing written communications (e.g., web text) as well as internal documents (e.g. handbooks) as necessary.
- Set up and run regular Operational Team meetings.
- Build and maintain effective working relationships with members of the team and colleagues in the University.

Finance and contracts

- Co-ordinate all day to day financial matters relating of the OMC's operation – including oversight of the payment systems. Working closely with technical and accounting teams as required.

In consultation with the Chief Executive Officer:

- Collating information and providing reports as necessary
- Plan and process contracts and budgets, incoming invoices and raising purchase orders, and keep accurate financial records.

Shared responsibilities within the OMC Operational Team

- Field enquiries from customers and stakeholders of the OMC, responding to enquiries, providing a professional and warm welcome.
- Venue and room bookings
- Website and routine social media updates
- Minutes of meetings
- Contribute to team activities to support communication and well-being.

Business Manager - Selection criteria

	ESSENTIAL	DESIRABLE
Work related experience		
	<p>Significant previous experience as an Administrator / Co-ordinator in a complex environment.</p> <p>Strong customer focus and proven track record in delivering high levels of service.</p> <p>The confidence and ability to interpret information and provide guidance to customers.</p> <p>Experience of line management.</p> <p>Experience of project management.</p>	<p>Experience of working within a charity / university environment</p> <p>Experience of delivering events, conferences, courses and/or training.</p> <p>Experience of financial / data administration, including the ability to be numerate and accurate, with excellent attention to detail and a methodical approach.</p>
Skills & Attributes		
Qualifications	Educated to degree level	<p>Business degree or other degree level qualification</p> <p>Relevant qualifications in management/administration</p>
IT	<p>Proven IT skills including a good working knowledge of Microsoft Office (Word, PowerPoint and Excel).</p> <p>The ability to create spreadsheets and with high attention to detail</p>	<p>Recent experience of developing and maintaining websites with content management systems.</p> <p>Knowledge of Word Press</p> <p>Previous experience of working with client management systems</p>
Environment / Organisation	<p>Ability to work independently, often without direct supervision.</p> <p>Ability to manage personal workload to prioritise competing demands efficiently and to work accurately under pressure.</p> <p>Appropriate use of initiative and ability to work independently.</p> <p>Experience of mindfulness and supporting a similar field with business skills.</p>	<p>Evidence of desire to develop administrative/organisational skills.</p> <p>Evidence of a genuine interest in working in a charitable environment.</p>

Team Work / People Skills	<p>Ability to work within a small team efficiently and in a flexible manner.</p> <p>Flexible collaborative approach, self-motivated and resilient Skills in managing teams</p> <p>Evidence of tact and discretion in dealing with extremely confidential or sensitive matters</p> <p>Confidence and willingness to learn new skills.</p>	<p>Experience of working with cross cultural teams</p> <p>Experience of working with teams geographically dispersed</p>
Problem Solving	<p>Ability to react with a pragmatic approach and a flexibility to problems that arise.</p> <p>Sound judgement and the ability to quickly acquire knowledge</p>	<p>Previous problem / crisis management experience</p>
Financial Skills	<p>An appropriate level of numeracy skills (at least GCSE Maths)</p> <p>Good numerical skills and the ability to understand and interpret numerical data and Excel reports.</p>	<p>Experience of administering invoices and payment systems.</p> <p>Understanding of business financial management.</p>
Communication skills	<p>Good communication skills with a professional, diplomatic and mature approach to work.</p> <p>Sensitivity to confidential issues and a patient and tactful manner and the ability to communicate with people at all levels.</p> <p>Able to convey factual information clearly and accurately, explaining detailed information.</p>	<p>Experience of communicating information in a range of ways to different audiences, providing advice and guidance.</p>

Training will be provided where necessary, and the successful candidate should expect to attend occasional training courses in line with operational requirements.