

## Job Description

<b>Job Title:</b>	Business Solutions Manager	<b>Job Level:</b>	4A	<b>Job Ref:</b>	ID306
<b>Directorate:</b>	UK Operations	<b>Department:</b>		The post holder will sit across Central Operations and Project Management Office	
<b>Reports to:</b>	UK Operations Director	<b>Directly responsible for:</b>		Business Solutions function with possibility of one direct report in the future.	
<b>Location:</b>	TCV wide remit (based remotely with some limited travel requirement)				

### Department Purpose

- This role will act as the bridge between TCV's Operations and Central Services, providing the opportunity to make a significant impact on how these TCV wide functions most effectively work together to achieve overall organisational goals.
- The role will develop and provide a combination of strategic, project and administrative support to ensure smooth running of TCV Operations and will work with functional teams across the Central Services Directorate and with external stakeholders to make a real difference to ways in which TCV Operations can achieve its core objective of connecting people to protect and restore nature, delivering lasting benefits for both.

### Role Overview

- This role will lead the Business Solutions function, working closely with the Operations Directors' team to ensure the smooth running of TCV's systems, processes, products and ways of working.
- It will oversee the development and management of a range of support services and systems to enable TCV to operate effectively internally supporting a culture of cross team collaboration and innovation to support TCV to deliver its strategy.
- The role will be responsible for looking for identifying and driving improvements in efficiencies and effectiveness, supporting innovation whilst balancing national consistency and adapting to local needs. Working across Operations and Central Services functions, the role holder will work as part of a Project Management Office (PMO) with TCV's Programme Manager on a diverse portfolio of work.

Key areas of focus include;

- Managing our fleet portfolio, including partner and contract management.
- Leading the next stage of our fleet strategic review, to ensure the organisation is achieving value for money whilst continuing to deliver high quality operations.
- Oversight of TCV's property portfolio and compliance.
- Business planning and performance, including effective project and resource management.
- Working closely with TCV's central Project Manager to support the organisations strategic and commercial goals.
- Internal communications.
- Supporting the transition and successful embedding of our new finance and HR system into business as usual operations.
- Supporting a culture of continuous improvement across TCV, through effective project management
- The role will ensure that TCV operational delivery works effectively with our PMO to deliver key areas of work under agreed governance and methodology set by the PMO and informed by key stakeholders.
- to ensure that TCV operates effectively and consistently as one TCV.

## Key role responsibilities

### Resource Management

- The role will balance the day to day management of key operational processes with a more strategic overview to support the direction of the charity across multiple teams.
- The holder will develop and review departmental policies, products, processes and ways of working to help support high quality delivery across the organisation
- Development and utilization of management information to drive proactivity and inform decision making
- The role will influence system improvements, working with Operations and Central Services teams to maximise efficiencies, enhance user experience and streamline working between Operations and Central Services teams.
- The holder will make sure best practice toolkits and resources are kept up to date and shared across the department to improve effectiveness and enable consistent high-quality delivery.

Working Relationships	
<ul style="list-style-type: none"> <li>The role regularly interacts with a broad range of internal stakeholders, at all levels of seniority across the operational delivery and Central Services functions, providing a link between these. Relationship management and collaborative working across the whole organisation are key to this role.</li> <li>This role will work across Operations and our PMO function, being an active and engaged member of both teams to support the delivery of TCV's commercial roadmap and five year strategy.</li> <li>The role involves the provision of information, advising and influencing on a diverse range of technical processes, policies and systems and championing the implementation of new working arrangements.</li> <li>The holder will lead regular meetings with all functions across TCV leading key projects and deliverables and supporting the embedding of strong project management approaches to delivery.</li> </ul>	<ul style="list-style-type: none"> <li>The holder will have oversight of a range of external partnership relationships, including managing our national fleet contract and other relevant suppliers and partners.</li> <li>The role will need to represent TCV at other external meetings as required.</li> </ul>
Autonomy, Complexity and Risk	
<ul style="list-style-type: none"> <li>The role will develop and deliver a range of processes, working across Operations and Central Service functions to support the implementation of new approaches and streamline processes relating to business improvements.</li> <li>The holder has the opportunity to add real value in improving ways in which TCV Operations and Central Services work together, co-developing new ways of working that benefit core operations delivery.</li> </ul>	
Planning and Reporting	
<ul style="list-style-type: none"> <li>The holder will develop and implement operational plans in partnership with all TCV Directorates, ensuring that priorities are aligned to overall TCV business objectives and that key performance indicators are achieved.</li> <li>This will include developing an annual rolling calendar of key organisational activities at national and regional levels to ensure that compliance and other deadlines are met.</li> <li>The holder will oversee the collection and provision of a range of management information regarding activities linked to and enabling operational performance, sharing this in support of senior level decision making, including for process improvements.</li> </ul>	
Additional Responsibilities	
<ul style="list-style-type: none"> <li>Complete any other activities as appropriate for the level and nature of the post as delegated.</li> <li>Play an active role across the wider operations management team to support the smooth running of TCVs activities to contribute to organisational strategy.</li> </ul>	

TCV Values	
<ul style="list-style-type: none"> <li>Make stuff better.</li> <li>Make a positive environmental impact.</li> <li>Crack on and muck in.</li> <li>Make a difference.</li> <li>Be the best that we can be.</li> </ul>	<p>A behavioural framework accompanies our Values that allow us to measure how we will demonstrate these through our day-to-day work.</p> <p>The framework forms part of our annual performance and development review (APDR) process.</p>

## Person Specification

	Essential	Desirable
Education / Qualifications		
Management/business qualification or equivalent relevant experience.	X	
Project management qualification or experience.	X	
Process mapping / improvement certification or equivalent experience.		X
Experience		
Previous experience in a senior level business support role broadly similar in nature, including managing a diverse range of business administration / support activities.	X	
Oversight of multiple functions and experience of GDPR, risk and compliance processes / improvement focused activity.	X	
Working across an organisation to identify /process/system/ways of working improvements and to implement these in conjunction with corporate services and/or delivery teams.	X	
Prior experience in a specifically relevant not for profit organisation/grant funded structure.		X

	Essential	Desirable
Establishing and running working groups, particularly with a view to prioritising process improvements.	X	
Overseeing progress reporting against plans.	X	
<b>Knowledge and Skills</b>		
Knowledge of a range of different Central Services and delivery/operations functions.		X
Ability to understand a diverse range of requirements from both operational delivery and central support perspectives.	X	
Problem solving skills.	X	
Strong internal and external relationship management and stakeholder engagement skills across all levels of seniority, including advising, influencing and negotiating.	X	
Strong IT skills, including the ability to use and effectively adapt a broad range of systems to best meet specific stakeholder needs and support collaborative working practices.	X	
Ability to establish a new service-providing function and to work across the organisation to determine and plan priorities.		X
Ability to work across virtual teams across the breadth of the organisation.	X	
Ability to collate and analyse data, to identify trends and risks and use information to make recommendations to inform senior level decision making.	X	
Ability to manage multiple activities with wide-ranging impact across an organisation.	X	
Proven ability to be constructive and resilient when handling challenging matters.	X	
<b>Personal Characteristics</b>		
A highly effective communicator - including advising and influencing a diverse range of people and teams across an organisation and confidence to challenge the status quo.	X	
Team member and ability to work independently.	X	
Committed to delivering an excellent, customer-focused service, including a continuous improvement approach.	X	
A highly organised approach, with commitment and drive to achieve successful outcomes with mutually beneficial outcomes for multiple stakeholders.	X	
Ability to be flexible and adapt to multiple priorities across the business.	X	
Highly motivated, flexible and adaptable to changing circumstances.	X	
A solution focused approach to problems faced.	X	
<b>Other Requirements</b>		
Adherence to TCV policies and procedures, including Health and Safety, GDPR and Safeguarding.	X	
Ability to travel to TCV locations if required.	X	
Full UK Driving Licence.		X