



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Business Support Manager
Department: Marketing & Business Development
Reports to: Business Director

Key relationships:
Marketing & Business Development
HR
Finance

Hours: 35 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: F
London weighting: As applicable
Location: London HQ

JOB PURPOSE

The post holder is responsible for providing a high level of confidential administrative and management support to the Business Director, who in turn is responsible for the leadership of the marketing & business development department, and the delivery of the RCN income strategy. This includes a particular focus on project management, financial reporting and document preparation as well as providing administrative support to the Congress Planning Group.

KEY RESPONSIBILITIES

1. Specific role duties

Support the Business Director

- 1.1 Act as the primary point of contact for general enquiries made to the Business Director by responding appropriately to enquiries or escalating to the Business Director as applicable, ensuring confidentiality is maintained at all times.
- 1.2 In consultation with the Business Director, contact key stakeholders, both internally and externally, to ensure they are kept updated and involved in the development and delivery of the RCN income strategy.
- 1.3 Ensure appropriate information and intelligence is disseminated to team managers and other appropriate staff, particularly in the absence of the Business Director.
- 1.4 Manage the Business Director's diary, including any meeting requests.
- 1.5 Coordinate meetings with key stakeholders on behalf of the Business Director, including meeting visitors and setting up meeting rooms.
- 1.6 Provide the Business Director with general administrative support including travel booking, room hire and printing documents.
- 1.7 Research and gather information for reports, briefings, and presentations to a high standard, for meetings with Executive Team, RCN Council and committees.
- 1.8 Assist the Business Director to ensure all RCN policies and procedures are understood and applied across the department.
- 1.9 Support the Business Director in effectively leading the successful implementation of the RCN's income strategy (especially in relation to the recruitment and retention of members and enhancing the commercial potential of the RCN) by assisting the Business Director with writing reports, contacting key stakeholders and putting together presentations, including Word, Excel, PowerPoint and infographics.
- 1.10 Attend meetings with the Business Director, taking notes and disseminating minutes and updates after the meetings.
- 1.11 Provide effective organisation and co-ordination of meetings, both external and internal, ensuring all meeting agendas, papers and reports are distributed efficiently and attending meetings to take, prepare and circulate accurate minutes.
- 1.12 Lead specific MBD projects, as directed by the Business Director, which will involve cross RCN and cross RCN group teams.

- 1.13 High level and detailed financial reporting on behalf of the Business Director, including budget analysis, financial forecasts and business model presentation.
- 1.14 Create high standard documentation on behalf of the Business Director including reports, infographics and charts.
- 1.15 Responsible for preparing and reporting on financial accounts, budgets and forecasts on behalf of the Marketing and Business Development department helping to address areas of concern and resolving issues as appropriate.
- 1.16 Lead the creation and updating of the Department business continuity plan, in consultation with department managers.

Support the Marketing & Business Development department

- 1.17 Provide professional leadership in respect of administrative and secretarial services across the Marketing & Business Development department ensuring high standards are maintained across the department.
- 1.18 Actively support department managers to review and update their areas of the department risk register.
- 1.19 Represent the Marketing & Business Development department on internal work groups such as IT User Group and Building Action Group, collating feedback from the department and acting as the department representative to raise key points impacting on the income strategy and disseminate outcomes from these meetings.
- 1.20 Monitor annual leave across the Marketing & Business Development department.
- 1.21 Work with managers across the Marketing & Business Development department with any recruitment processes, including compliance with paperwork and procedures and coordinating recruitment days.
- 1.22 Responsible for continually monitoring and improving the quality and effectiveness of systems and processes in the department.
- 1.23 Responsible for coordinating identified individual and team training needs effectively coordinated and all learning disseminated across the department, including submission of Development Funding Panel bids.
- 1.24 Organise team and department away days, commission training and development, as required, ensuring that the needs of all participants are met.
- 1.25 Organise team inductions and maintain appropriate resources for other RCN staff inductions.

- 1.26 Work with the Business Director and the department managers to collate operational plans to include the collation and monitoring of agreed key performance indicators.
- 1.27 Responsible for ensuring the correct usage of RCN financial protocols are adhered to within the department.
- 1.28 Provide administrative support to the Congress Planning Group, which the Business Director chairs. This includes coordination of staff attendance at Congress events as well as coordination of the Congress budget.

2. Control of HR and Health & Safety

- 2.1 Ensure that health and safety is adhered to within the department.
- 2.2 Manage appropriate systems and processes to ensure that timeframes and accountability mechanisms are in place. For example, annual leave, absence management, performance reviews and appraisals etc.

3. Additional responsibilities

- 5.1 Post-holders will work collaboratively with other appropriate parts of the RCN to provide a seamless service for RCN members.
- 5.2 The post holder must be able to work flexibly, possibly undertaking occasional evening and weekend duties.
- 5.3 Undertake additional duties as requested by the Line Manager.
- 5.4 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 5.5 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 5.6 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 5.7 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 5.8 Undertake any other duties as requested in line with the job role.

Job description updated by:
Andy Cowan, Business Director
December 2024