



Creating great homes together

Role Profile

Position

Business Support Manager

Reporting to

Operations Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- To be an integral part of the Sheltered and Supported Services, aligned to Magna target operating model. Working for a fast paced, adaptable and collaborative company and team.
- Working with talented and ambitious colleagues. Work for an organisation where customer experience is at the top of the agenda.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Manage and motivate team members to achieve organisational, team and personal objectives. Ability to communicate clearly and effectively with diverse range of people.
- Driving services and projects to a successful conclusion. Highly motivated. Ability to adapt and manage changing work demands. Set and meet deadlines. Good understanding of IT, well organised, adaptable and able to make decisions on own initiative.

What you take care of

- Lead and manage the Business Support team and Additional Services Teams.
- Supporting and embedding projects and compliance within Sheltered and Supported Housing. To ensure high standard of services are delivered to customers.
- Up-dating procedures and policies. Review budgets and debts for additional services. Support new initiatives and integrate them in the business.
- Support the management of contracts in Sheltered and Supported teams.
- Work proactively with department Managers to ensure work is joined up and a full understanding of wider functions and priorities.

What you need to be successful

- Experience working in customer facing roles dealing with older persons.
- Experience in overseeing budgets, partnership working and of the issues facing services relating to an aging population.
- Knowledge and experience of services to aid and support independent living.
- An understanding of social care sector. Understanding of issues and services relating to an ageing population.
- Managing performance and continuous service improvement of services.
- Managing service change. Line management experience in multiple areas.
- Full driving licence

Qualifications required

Applicants with transferrable skills are encouraged to apply.