



JOB TITLE: Business Support Manager

1. **Hours:** 37.5 hours a week (Monday to Friday)
2. **Salary:** £28,302
3. **Location:** Office-based, Milton Keynes
4. **Responsible to:** Director

5. Organisational Background and Information:

Milton Keynes Christian Foundation is a local charity growing people and communities through social enterprise. The social enterprises work to change the world by reducing and utilising waste, growing and cooking healthy food, connecting with local communities, and supporting families to play and grow together. Our social enterprise and learning support teams are staffed by qualified and experienced colleagues, supported by volunteers, and young people who are outside education and employment looking for a new way to learn and develop.

6. Purpose

To manage the business administration for the charity including:

- Financial administration and processing
- Managing Human Resources processes and reporting
- Facilities and office resources management, including Health and Safety

7. Main Responsibilities

a) Financial administration

- *Transactional Processing*
Process purchase invoices, sales invoices, credit notes accurately and in a timely manner. Maintain the purchase ledger and sales ledger, ensuring all transactions are correctly coded to enterprises, projects, and funds.
Enter all payments, receipts and transfers into the finance system (currently Xero), ensuring completeness and accuracy.
Prepare fortnightly or payment runs for approval, ensuring supplier terms are met and cashflow is considered.
Process staff expense claims in line with internal policies and HMRC rules.
- *Customer & Supplier Ledger Management*
Maintain accurate supplier and customer account records, ensuring details such as bank information, VAT status and contact details are up to date.
Respond to supplier and customer queries regarding invoices, payments, statements and account balances.
Reconcile supplier statements regularly, investigating and resolving discrepancies
Monitor aged creditors and aged debtors, escalating overdue or disputed items where necessary.
Issue customer invoices promptly and follow up on outstanding payments in line with the organisation's credit control procedures.
- *Banking & Cash Handling*
Complete regular bank reconciliations for all bank accounts.
Manage petty cash, including issuing, recording, reconciling and banking as required.
Reconcile card machine takings, online payments and cash income from social enterprises.
- *Income Management*
Monitor and reconcile income streams across all social enterprises (e.g., café, cycling,

growing, learning programmes).

Ensure all income is recorded accurately and allocated to the correct restricted or unrestricted funds.

Prepare and submit Gift Aid claims, maintaining supporting documentation for audit purposes.

- *Financial Controls & Compliance*

Maintain accurate financial records in line with charity accounting requirements and internal financial controls.

Ensure adherence to authorisation limits, segregation of duties and financial procedures

Support the annual audit by preparing schedules, documentation and responding to auditor queries.

Maintain supplier contracts and ensure financial documentation is stored securely and in line with data protection requirements.

- *Reporting & Support*

Provide regular financial reports to enterprise leads, including income, expenditure, variances and cash reconciliation.

Support external Accountant with month-end duties as required.

- *Systems & Process Improvement*

Maintain accurate supplier and customer records within Xero.

Support improvements to financial processes, documentation and internal controls.

Work with the external Accountant to ensure consistent use of the finance system across all teams.

Assist with the development and maintenance of a finance procedures manual.

b) Human Resources

- To oversee the entire recruitment process, from job posting to coordinating onboarding
- Staff timesheet and absence administration
- To ensure all staff training, holiday and sickness processes are monitored, documented and adhered to
- Maintain our Single Central Record of DBS, RTW and references
- Keep a record staff training and CPD, particularly in relation to Child Protection
- Maintenance of personnel files

c) Facilities and office resources management

- To participate in providing a professional administrative service, which may include answering telephones, emails, taking messages and undertaking any other office duties as required.
- To take ownership for our health and safety procedures/systems including risk assessments.
- Ensure best value contracts for utilities and office equipment, review and negotiate supplier contracts as required
- Ensure required insurances are in place

d) Other

- Dealing with customers and supplier enquiries
- Filing and archiving
- Participate in training and other learning activities as required
- Such other duties as may, from time to time, be required by the Director
- Be an active participant in the Executive team
- Management of fixed asset register
- Assist with DfE returns, check and challenge data

- Be aware of and comply with all policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person

8. Person Specification

CRITERIA	Essential	Desirable
Specific Skills, Knowledge and Experience	<ul style="list-style-type: none"> • Good verbal and written communications skills • Good working knowledge of Microsoft Office packages, advanced Excel skills • Previous finance/bookkeeping experience required (minimum 3 years) • Working knowledge of finance systems (preferably Xero) Understanding of organisational HR processes	<ul style="list-style-type: none"> • Knowledge and awareness of charity accounting • Knowledge of VAT accounting and partial exemption
Qualifications	<ul style="list-style-type: none"> • Qualified by experience 	Qualified or Part-Qualified AAT or other appropriate qualification
Attributes	<ul style="list-style-type: none"> • Strong communication skills with the ability to explain financial information to non-finance staff • Self-motivated and able to work on own initiative • Able to plan work effectively and manage own time • Work to high level of accuracy • Keen to learn and develop 	<ul style="list-style-type: none"> • Good presentation skills • Able to constructively challenge information and decisions
JUDGEMENT	<ul style="list-style-type: none"> • Problem analysis and solving • Awareness of appropriateness and practicality of options • Understanding of impact of decisions 	
EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • Working within the framework of the Foundation's Equal Opportunities Policy 	
CHILD PROTECTION AND SAFEGUARDING	<ul style="list-style-type: none"> • This post is subject to an Enhanced DBS check 	