

**Job Description**
**Ref no:**

Job Title	Business Support Services Manager		
Directorate or Region	MENA	Department/Country	Tunisia
Location of post	Tunis	Pay Band	F
Reports to	Country Director	Duration of job	Indefinite

***Purpose of job:***

To oversee the management of the Finance, Administration, Human Resources and IT functions and ensure that corporate standards are met (if not exceeded). Ensure that the team are efficiently and effectively deployed to support operations in meeting business objectives and ensuring compliance across the areas mentioned above.

To ensure that team performance adds value to the delivery of objectives and to ensure that all risks, particularly financial compliance and business continuity are identified, monitored, managed and controlled.

To anticipate and support new initiatives and organisational standards and provide appropriate advice, support, training and leadership to all operational teams.

To be a key, and active member of the Senior Management team.

***Context and environment:***

The British Council operation in Tunisia has a turnover of around £2.27million, with plans for significant further growth. Operations include a Teaching Centre and Exams business, and a portfolio of development projects and contracts working with and through partners in the areas of English Language, Education, Society and Arts. There are currently around 63 staff operating from a purpose built centre in Tunis, though programmes cover the whole of Tunisia. We operate 7 days per week throughout the year.

The Business Support Services Manager leads a team which includes a 2 finance and admin support staff, 2 Premises and IT services support staff, a driver and 7 Security Guards, plus additional temporary and part time staff depending on business need.

The post reports to the Country Director and forms part of the Tunisia Country Leadership team (currently a team of four).

***Accountabilities, responsibilities and main duties:***

1/ Strategic and operational management of the financial and decision support functions.

- Provide the necessary guidance and information to ensure that Country Director and senior management receive the necessary management accounting information, and are able to use

financial tools to greatest effect

- Ensure risk assessments are carried out and recorded, that risks are regularly reviewed, and that appropriate contingency measures are in place (this includes financial, legal, reputational, health and safety (including child protection), security etc
- Compliance with corporate finance standards – planning, reporting, systems etc
- Compliance with local legislation

## 2. Planning and reforecasting of country budgets

- To deliver effective and efficient management of BSS budgets in terms of planning, forecasting, monitoring, reporting and risk management, liaising closely with the Director and regional Decision Support.
- To ensure that all plans, forecasts and reports are in line with country and regional strategy, and adhere to regional and corporate processes and timetables.

## 3. Lead the Financial Control and Compliance Framework

- FCCF returns are completed accurately and on time
- Actions from FCCF are followed up.
- Audits are at least satisfactory

## 4. Strategic management of resources, including premises, security, IT and administration to meet corporate standards, ensuring health and safety standards, environmental standards and local legislation requirements are met.

- Ensure compliance with British Council standards and local law.
- Compliance with corporate procurement policy – and/or policies of donor organisations where relevant
- Key vendors are regularly reviewed to ensure value for money, quality of service etc
- Develop and implement a strategic approach to procurement, administration and estates services
- Ensure that the Resources Team meets agreed Service Level Agreements, is offering good quality customer service to the satisfaction of stakeholders
- Oversee management of office premises and ensure fitness for purpose
- Conduct strategic procurement review and implement changes.
- Ensure regular review and updating of Approved Suppliers list
- Manage office procurement and assets management processes ensuring compliance with BC standards
- Oversee/Manage IT infrastructure, working with Premises/IT Manager and liaising with GSD to ensure IT services in Tunisia are not disrupted

## 5. Provide HR leadership

- Set strategic HR policies in-country in liaison with Country Director, Regional HR Manager and management and in consultation with staff through the HR Forum and sharepoint
- Ensure compliance with corporate HR standards and policies
- Ensure compliance with local legislation in reference to Labour Law, Income tax and Social Security (through resource to local legal advice as agreed with Country Director) .
- Provide support to line management on HR issues
- Provide advice to staff on HR policies and regulations.
- Monitoring the implementation of HR policies in areas of recruitment, TACOS and office

restructure.

- Lead on the training strategy in consultation with management and staff

6. Lead the Resources team

- Agree the strategic and short term goals for the team
- Manage Role Profiles, deliverables and performance evaluations according to corporate standards.
- Support members of the team to line manage others within the team, ensuring that good management practices are followed, and that interaction within the team adheres to British Council values, and that corporate policy is followed
- Carry out line management responsibilities for up to 6 staff in line with corporate policy and standards
- Hold team meetings at least once a month.

7. Support the Country Director and Deputy Director through participation in Leadership Team Meetings, provision of advice and general support. In particular, ensure safeguarding and guidelines are applied and upheld in line with standards and policy for the following areas:

- Child protection
- Equal Opportunity and Diversity
- Health and safety

***Key relationships:***

Internal: Country Director and Deputy Director, Regional Finance roles, Global Finance Hub, Internal Audit, All British Council Tunisia staff

External: Landlords, Legal Advisors, Fiscal Consultants and Vendors, counterparts at the British Embassy

***Other important features or requirements of the job:***

Long hours may be required to cover very busy periods e.g. events at the British Council premises

Please specify any passport/visa and/or nationality requirement.	Eligibility to live and work in Tunisia.
Please indicate if any security or legal checks are required for this role.	NA

## Person Specification

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	<p><b>Working Together</b> (more demanding): <i>Establishing a genuinely common goal with others</i></p> <p><b>Being Accountable</b> (more demanding): <i>Delivering the best work in order to meet my commitments</i></p> <p><b>Connecting with Others</b> (more demanding): <i>Actively appreciating the needs and concerns of myself and others</i></p> <p><b>Making it Happen</b> (more demanding): <i>Challenging myself and others to deliver better results</i></p>		<p>Shorlisting and Interview</p> <p>Shorlisting and Interview</p> <p>Shorlisting and Interview</p> <p>Shorlisting and Interview</p>
	<p><b>Creating Shared Purpose</b> (essential): <i>Communicating an engaging picture of how we can work together</i></p> <p><b>Shaping the Future</b> (essential): <i>Looking for way in which we can do things better</i></p>		<p>Required for the role but not at the application stage</p> <p>Required for the role but not at the application stage</p>

<b>Skills and Knowledge</b>	<p>Managing finance and resources Level 2: Uses financial systems and processes</p> <p>Excellent written and spoken English, Arabic and French</p> <p>Negotiation skills</p>		<p>Interview</p> <p>Short listing</p> <p>Shortlisting and Interview</p> <p>Interview</p>
<b>Experience</b>	<p>At least 3 years experience in a related area (finance, HR and premises management)</p> <p>Experience of managing staff</p> <p>Experience of working with SAP</p>		Interview
<b>Qualifications</b>	A university level education	Recognised Accounting Qualifications	Short listing

<b>Submitted by</b>	Nigel Bellingham	<b>Date</b>	12/03/2015
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