



There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans across the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are the go-to charity, joining assets to community knowledge, creativity, and inspiration. We are helping VCSE organisations of all shapes and sizes be heard and play a part in solutions, not just highlight community problems.

Smile is going through some exciting changes, we have recently appointed our new CEO, they have big plans, and we are looking to expand our wider management team to make sure those plans happen.

This is an exciting opportunity for someone who is ambitious and creative to seek new opportunities and build relationships. You will be joining the senior management team to support with the day-to-day business of the HEY Smile Foundation with a particular focus on finance.

Your role will be varied, you will be responsible for leading and supporting on our day-to-day business, managing a team to ensure that Smile runs smoothly and efficiently. We want you to challenge the norm and look for ways we can improve. Working alongside heads of department we want your support to implement a focused strategy so we can make the most impact. You will be a good team player, have the ability to build relationships and efficiently manage and prioritise your time.

You will have a strong financial background; Smile undertakes a large and vast amount of work and this shows through our busy financial arrangements. You will be able to oversee the day-to-day cashflow of the charity and produce monthly reports to the senior leadership team.

You will report directly to our CEO and sit alongside our Heads of Department in the senior management team.

If we receive a large number of applications, we reserve the right to close the job advertisement early.

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Role Profile

<b>1. Job title:</b>	Business Manager
<b>Location:</b>	Hull, Smile's HQ
<b>Reports to (Job Title):</b>	Smile's CEO
<b>Salary scale:</b>	£36,000 FTE
<b>Working Hours:</b>	37.5 hours per week dependent on candidate
<b>Closing Date:</b>	Friday 3 <sup>rd</sup> March 2023 @ 5.00pm
<b>Interview Date:</b>	TBC

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**2. Purpose:**

To lead and develop on Smile's day to day business with a particular focus on finances.

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**3. Joint responsibilities:**

- Uphold and invest in the HEY Smile Foundation Vision, Mission, and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Continually develop your skills to meet the needs of our evolving charity needs.
- Be flexible in your working, continually developing your skills to meet the needs of our evolving communities.
- Develop case studies, stories, and impact reports, to ensure we are displaying our value.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic, and participative, encouraging cross team working and initiatives.
- Undertake all other reasonable requests made via the CEO.

**4. Key role responsibilities**

- Be instrumental in the on-going development and monitoring of Smiles finances including cash flow, reports, and projections.
- Oversee the implementation of policies and procedures in conjunction with the CEO and the senior leadership team.
- Oversee Smiles internal support needs including the executive assistant, admin staff, apprentices, finance staff and others working across the charity.
- Have oversight on key contract KPIs and finances to support the Heads of Department
- Provide support to the board of trustees and committees to ensure they are being effective.
- Be the responsible named person for Health and Safety for the charity.
- Be the single point of contact for HR across the senior leadership team and wider organisation.

- Be the lead on our communications plan in conjunction with the CEO, with input from the senior leadership team.
- Lead on centralising information and reporting to ensure efficiency.
- Support the CEO with other duties in line with the seniority of this role.

**5. Knowledge, skills, and experience required by the job holder:**

Taking on a role with Smile you will be seen as a leader in the charity, community, and health sector, delivering capacity and capability support. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public, and voluntary sector, maximising resources for our inspiring communities.

Smile is a fast-paced organisation and no two days are ever the same. This post will be vital in everything we do so we are on the lookout for someone who is organised, has attention to detail and a real team player.

Essential	Assessment
Significant experience in managing finances including cashflow, reports and projections.	Cover letter/CV and interview
Excellent communication skills in particular verbal communication and good written communication to a variety of people (volunteers, service users, NHS teams, senior leaders etc.)	Cover letter/CV and interview
Self-motivated and able to work under own initiative.	Cover letter/CV and interview
Ability to write concise reports, case studies, papers	Cover letter/CV and interview
Ability to oversee health and safety for the charity	Cover letter/CV and interview
Have strong organisational skills and have experience in working in a fast-paced environment	Cover letter/CV and interview
Experience supporting staff, managing their development needs and day to day supervision	Cover letter/CV and interview
Ability to form and maintain appropriate relationships with cross sector organisations	Cover letter/CV and interview
Ability to manage own priorities and manage own workload to agreed deadlines, budget, and quality standards.	Cover letter/CV and interview
Good general IT skills, in addition be able to professionally operate meetings via Microsoft Teams	Cover letter/CV and interview
Be confident in dealing with difficult situations	Cover letter/CV and interview
Desirable	Assessment
Qualifications in relevant fields such as Finance, HR, Project management	Cover letter/CV and interview
Experience in social media planning or implementation	Cover letter/CV and interview

If you require reasonable adjustments during the recruitment process or employment, please do not hesitate to contact us via the most appropriate means.

If you require this document in a different language, please let us know.

Applications submitted without a covering letter will not be considered.

Please get in touch if you would like to have an informal conversation to find out more. We'd love to hear from you. Please contact:

Jamie Lewis  
Smile's Chief Executive  
[jl@heysmilefoundation.org](mailto:jl@heysmilefoundation.org)  
07725744239

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive, and the job holder may be required to do more than is listed here within reasonable parameters.  
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