

The Role

We are seeking a dynamic and experienced Business Manager to oversee and support Smiles’s internal functions. Being a pivot part of the management team you will support with operation functions, be a single point of contact for our internal and external reporting, manage our grant process and give additional support to our heads of department.

Our Values and Behaviours

<i>Impact-driven</i>	We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.
<i>Collaborative</i>	We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.
<i>Generous</i>	We support colleagues, partners, and communities to become confident, professional, and self-sufficient. Providing them with the time, care, education, and opportunities they need to thrive.
<i>Integrity</i>	Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

Role Profile

Job title:	Business Manager
Base/Location:	Smile HQ – Gosschalks Solicitors – Hull (with flexible and remote working)
Reports to:	Head of Finance & Operations
Salary scale:	£28,000
Working Hours:	37 hours per week
Contract Duration:	Initial 1 year fixed-term contract

Key Responsibilities

1. System Support:

- Oversee the development, implementation, and evaluation of all charity systems, such as the Beecan system, Vault System and impact system.
- Ensure monthly reports are completed and shared with the leadership team.
- Develop and maintain programme documentation, including project plans, reports, and evaluations.
- Support the senior leadership team in simplifying or modernising internal processes and system,

2. Grant Management :

- Lead and manage the Smile Foundations Grant management process.
- Work alongside partners to ensure grant agreements are created, signed and filed.
- Provide guidance, support, and professional development opportunities for team members around grant management.
- Update our grant management systems with new funding opportunities
- Collect impact and evaluation reports from organisations who received a grant from us.

3. Communications:

- Develop and implement the HEY Smile newsletter.
- Be a single point of contact for communications and marketing questions.
- Align programme objectives with the overall mission and goals of the organisation.
- Explore and manage program risks and how we mitigate them.

4. Stakeholder Engagement:

- Build and maintain relationships with key stakeholders, including community partners, funders, and beneficiaries.
- Represent the organisation at meetings, conferences, and events.
- Support the Partnerships and events team through helping with planning and providing extra support.
- Communicate programme outcomes and impact to stakeholders.

5. Resource Management:

- Manage programme budgets and resources effectively.
- Identify and secure funding opportunities to support programme activities.
- Ensure compliance with funding requirements and reporting obligations.

6. Monitoring and Evaluation:

- Develop and implement monitoring and evaluation frameworks for all programmes.
- Collect and analyse data to assess programme effectiveness and impact.
- Use evaluation findings to inform programme improvements and decision-making.

7. Qualifications

- Minimum of 3 years of experience in management
- Minimum of 3 years of experience in administration or HR
- Proven experience in leading and managing diverse teams.
- Strong strategic planning and project management skills.
- Excellent communication and interpersonal skills.
- Ability to build and maintain relationships with a wide range of stakeholders.
- Experience in budget management and securing funding.
- Knowledge of monitoring and evaluation techniques.
- Support the work of the local Multi-Disciplinary Teams & Integrated Neighbourhood Teams, ensuring a rich and meaningful engagement of local Voluntary & Community Sector groups.

8. Personal Attributes

- Passionate about community development and social impact.
- Highly organised and detail-oriented.

Business Manager



- Adaptable and able to work in a fast-paced environment.
- Strong problem-solving skills and a proactive approach.
- Committed to continuous learning and professional development.