Job Description

Job title:	Business Support Manager
Team/Section:	Business Support Team
Location:	Whittlesey Road, March, PE15 0AH
Responsible to:	Chief Executive
Hours:	Full Time: 37 hours per week
Grade:	Spine Points 23-31 (dependent upon qualifications and experience)
Employer:	Middle Level Commissioners

About Us and the Role

The Middle Level Commissioners are a public authority and are responsible for flood risk, water resources and navigation on our major watercourses in the Fens. In addition, we provide administrative, technical and financial services to over 20 other local Internal Drainage Boards (IDBs), which ensures a constant, varied and interesting workload.

The Business Support Team undertakes a variety of vitally important enabling and support functions ensuring that the business works efficiently and effectively. The team are also our primary office-based interface with customers.

As **Business Support Manager** you will be a key leader within the organisation and be part of the senior leadership team:

You will lead, line manage, nurture and support the Business Support Team to provide high-quality, efficient and forward-thinking business support to staff, MLC and IDBs, partners and customers ensuring that all duties are carried out efficiently and effectively. You'll need to be hands-on with the team in delivery of responsibilities and work with other leaders to scope, evolve and assure the team's support services, as the organisation and compliance standards change.

You'll develop and own the MLC's strategy for many of the key foundations of the organisation, including office accommodation, IT, HR, recruitment and onboarding, telephony and mobile devices, records management and facilities management. You'll take ownership over associated policies, processes, key products (eg the Employee Handbook) and asset registers, assuring employee awareness and compliance, working with line managers. This includes being the lead client for our external service providers (eg HR, IT and cleaning), ensuring supplier performance and value for money.

You'll also be the trusted support to our Chief Officers managing confidential employee information, records and cases, occasionally leading investigations.

The nature of the workload is ever evolving, and the organisation is changing. You'll play a key role in change management, therefore your role and the roles within the team will be dynamic to cater for this and to enable personal growth.

Responsibilities

The day-to-day primary activities of the Business Support team include:

- Being first contact for external customers and Middle Level and IDB Board Members via telephone, email and the office reception. Fielding, triaging and logging a wide diversity of customer queries, correspondence and requests, including Freedom of Information and complaints.

- Administrative support services. The primary work areas supported by the team are planning and consenting, navigation registrations, consultations, Middle Level Board and IDB reporting. Ensuring targets are met for document preparation using a variety of software packages. This may, on occasion, incur working outside of 'normal' office hours.

- Arranging, hosting and the logistics associated with meetings and events within the office, hybrid style and at external venues, as well as tours and visits to our catchment.

- Playing a key role within the clerking service provided to the MLC and IDBs, ensuring governance standards are met, including:

- Managing elections, appointments and membership,

- Publications (website and newspaper notifications) and policy register,

- Scheduling meetings, including associated logistics,

- Preparation and issuing of agendas, papers & reports including monitoring against target standard,

- Allocation of clerks and/or minute takers to meetings,

- Finalisation and publication of minutes.

Person Specification	
Essential	**Desirable**
• People leadership and management. • Excellent organisational skills. • Experience working in a professional, customer facing environment building relationships internally and externally. • Proficient IT skills particularly MS Office 365 suite including Word, Excel, MS Teams, SharePoint and MS Forms. • Strong administrative skills with an attention to detail and methodical approach to ensure accuracy in data management and record keeping. • Ability to prioritise and organise workloads to meet deadlines and to remain calm under pressure. • Proven track record of excellent written and oral communication (report formatting and writing, with confident interpersonal skills). • Experience of managing information and situations with confidentiality and sensitivity. • Ability to work independently as well as part of a team.	• Hold or be working towards a relevant professional qualification. • HR or Legal experience • Experienced in establishing procedures, policies and guidelines. • Skilled in identifying and managing continuous improvement and organisational change. • Facilities and supplier management experience. • A full and valid UK driving licence.

Declaration and acknowledgement

I confirm that, as of the date stated below, the information in this job description is accurate and reflects the requirement of the role. Please note the details of the job description should be updated should substantive changes to the role occur or be proposed.

Line Manager:	Paul Burrows
Position:	Chief Executive
Date:	October 2026