



IPEC Limited

Head of Business Support

Job Title:	Head of Business Support
Job Type:	Full Time
Location:	Manchester Science Park, Manchester
Level:	Senior Management Team
Salary:	From £35k, depending on skills and experience

Company Information

Independent Power Engineering Consultants (IPEC) is a world leader in on-line Partial Discharge testing in the power industry. It is a research and development company, founded in 1994 with close links to Manchester University. Its products and services are at the forefront of developments in the field and provide real solutions to the power industry around the world. Clients include: UK Power Networks, LG Group, Saudi Electric Company and Hong Kong Electric.

IPEC has enjoyed sustained business growth, winning several prestigious innovation awards for new and original products.

www.ipec.co.uk

Working Culture

IPEC is a company founded on cooperation and team-work. It is a relaxed and open working environment allowing for the freedom of expression and creativity which is so important at the cutting edge of technology. It is a forward-looking company dedicated to progressing scientific discovery and technological enterprise.



The Role

The new post of *Head of Business Support* is a post that would suit someone with an interest in both the strategic and day-to-day running of an expanding international business.

Alongside an overall understanding of business and commerce, the Head of Business Support will have an insight into financial and human resource management. They will have the confidence to quickly assume an authoritative and business-like role - effectively and creatively implementing change and bringing together a broad range of people and agendas.

This role will have a major impact on future business development and the working culture of IPEC so needs to go to someone who will bear that responsibility seriously, manage it sensitively and be enthusiastic and caring about the future of the company, its clients and its employees.

Key Areas of Responsibility

The Head of Business Support will work across all areas of the organisation. To some extent this role will be defined by the successful candidate themselves, but broad areas of responsibility are:

Human Resource Management

- Manage HR processes including confidential personal record management.
- Maintain policy and procedures - in line with current legislation.
- Support recruitment and induction of new employees.
- Manage workforce development: recruitment and retention of employees and workforce planning in-line with growth plans and company objectives
- Manage the appraisal and professional development and training process.
- Manage employee relations including; employment contracts, absence management, disciplinary & grievance.
- Manage Occupational Health and Employee well-being.

Finance and Management Information

- Coordinate and prepare monthly management reports and financial statements.
- Present financial information to the Board of Directors
- Liaise externally with the company Accountancy Firm, and internally with the Business Administrator, to ensure smooth running of financial processes and reporting



Company Administration

- Design and operate office systems - audit current protocols, business documentation, policies and procedures and propose new policies and procedures to generate efficiencies.
- Corporate compliance - compliance with local and international statutory obligations, ISO procedure, Health & Safety, Quality Assurance.
- Manage the office – oversee a professional working environment, maintaining efficient and professional corporate standards with a client focus.

Working Relationships

- The Head of Business Support is part of the Senior Management Team and reports directly to the Managing Director.
- The Head of Business Support manages the Business Administrator – line managing on a day to day basis and encouraging and inspiring them to develop their role and achieve a high level of customer service and performance.
- Key internal working relationships will be with colleagues on the SMT, Head of Product Development, Head of Services & Support, and the Sales & Marketing Director.
- Key external relationships will be with the company Accountancy Firm, HR consultants, suppliers and creditors

Senior Management Team

- The Head of Business Support joins us as part of a newly formed Senior Management Team so a key part of their role will be to contribute to the establishment of that team as a strong, strategic leadership team as well as developing their own team in-line with company growth.
- Contribute to the Company Business Plan, Write the Departmental Business Plan and objectives and manage the team and individual objectives in line with that plan.
- Attend Senior Management meetings and contribute to overall business strategy.

The Right Person

This is a pivotal role in the company, it is a post with tremendous scope to influence the business and help support its continued growth. The role will adapt to suit the right candidate so ability, aptitude and attitude are all more important than experience and qualifications. As a guide we would expect a suitable candidate to be:

- Experience in a corporate role within an SME. Able to demonstrate skills in operational efficiency, the development of first class working relationships and the delivery of exceptional support services across department.



- A strong and motivational people manager skilled in collaborating and coordinating team activities.
- Both authoritative and sensitive – able to deputise for the Managing Director and manage change intelligently.
- A highly competent written and verbal communicator, willing and able to engage and communicate with a wide range of people externally and internally
- Well organised with excellent planning and time-management skills
- Familiar with financial management and reporting.
- Knowledgeable about HR issues, policy and procedure.
- Ideally educated to Degree level or the equivalent.
- Familiar with Microsoft Office Applications and SAGE Accounting software.
- Adaptable and flexible with the confidence and ability to take this unusual role and really make it their own.
- Discreet, competent and, above all, highly professional.

Terms

The salary for this role is dependent on skills and experience and negotiable from £35,000.

Benefits include: Company Pension Plan, Share Options and Annual Bonus Scheme. Company mobile phone and broadband. Flexible working and 25 days annual leave.

Applications

Interested candidates should apply in writing to the Business Support Manager, Lucy Pickford.
jobs@ipec.co.uk

Applications should include:

A comprehensive and up-to-date CV

A covering email summarising your interest in the post and demonstrating your ability to match the criteria outlined.

Details of your current salary and notice period.

Contact numbers for referees, which will be used with discretion.