



RJ Working Business Manager

RJ Working is a charity serving the communities of Cornwall. We support young people’s leadership through Restorative Practice, to enable their voices, participation and empowerment. Restorative Practice helps to build relationships and the skills to better look after self and others. This creates a foundation for building fairer communities and tackling inequalities.

Job Purpose: To strengthen RJ Working as an organisation in managing finance, HR and marketing developments achieving improvements and quantifiable impact. The Business Manager will lead on the development and implementation of income generation, the financial management of the charity, and the processes and administrative needs of the team. This role will support and enable RJ Working to function more effectively.

Location:

Hybrid working from home & our Redruth office with occasional in-person meetings at other locations as required.

Terms: initially fixed-term 2 years 0.8 FTE.

Hours: 30 per week

Annual leave: 28 days including bank holidays, pro rata

Salary: £27,500 pa FTE, 0.8 = £22,000 pa.

There will be a salary review with the potential for increased responsibility and increased pay to £30,000 FTE at the 6-month point.

There is the potential to grow this role to a 37.5 hours per week and to continue to develop and grow the role and salary depending on income generated. Hybrid working from home & our Redruth office with occasional in-person meetings at other locations as required.

| The RJ Working Business Manager will: | Responsibilities |
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| <p>1. Provide Administrative & Financial Support for Programmes</p> <ul style="list-style-type: none"> • Provide support for the YEP (Youth Engagement Programme) and other funded projects. • Monitor financial spend and make claims for funds as required | <ul style="list-style-type: none"> i. Collate and maintain stakeholder information (e.g., FE Colleges) onto MONDAY CRM system ii. Organise materials (e.g., certificates) for team use iii. Submit timely documentation to contract managers (e.g., CSW), including finance claims and participant records. |

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| <p>2. Market and Coordinate Training Courses</p> <ul style="list-style-type: none"> • Develop systems to promote, book, and manage RJ Working 1-day and 3-day training courses. | <ul style="list-style-type: none"> i. Number of courses planned, advertised and attended ii. Income generated and new partnerships formed |
| <p>3. Lead Financial Management</p> <ul style="list-style-type: none"> • Manage invoices, payments and payroll, maximising the use of Xero. • Provide advice for budget & funding decisions by CEO and Board of Trustees | <ul style="list-style-type: none"> i. Manage twice-monthly routines for invoicing, timesheets, and payment authorisation. ii. Submit monthly payroll and oversee spending reconciliation via Xero. |
| <p>4. Communications, HR and General Administration</p> <ul style="list-style-type: none"> • Manage internal and external email communications, ensuring timely responses. • Handle documentation and records management in line with organisational policies. • Support recruitment, staff on-boarding and full employee lifecycle | <ul style="list-style-type: none"> i. Build and maintain relationships with key stakeholders and staff members to strengthen organisational capabilities ii. Ensure efficient systems and workflows to support team operations. |
| <p>5. Conduct Financial Reporting</p> <ul style="list-style-type: none"> • Provide regular financial updates and collaborate with accountants to prepare management and year-end accounts. | <ul style="list-style-type: none"> i. Monthly financial reports for the CEO. ii. Quarterly reports for Trustees, forming the basis of annual accounts and reports to the Charity Commission. |
| <p>6. Support Team Development</p> <ul style="list-style-type: none"> • Contribute to the team’s growth and development | <ul style="list-style-type: none"> i. Provide coaching sessions to enhance team use of the MONDAY CRM system. ii. Support impact measurement processes for learning and development. |

Key relationships: The RJ Working Business Manager will:

- Report directly to CEO
- Be supported by Schools Programme Lead & 16+ Lead
- Be supported by a Business Coach
- Work in close collaboration with RJ Working’s Accountant, Payroll, IT and HR Specialists
- Relate to the whole RJ Working team
- Communicate successfully with Project Partners and wider stakeholders



Training and Support: The person appointed will be given a full induction into the team, relevant training, regular meetings and support. They will participate in developmental Restorative Practice training and work within the policies of RJ Working including our Safeguarding policy.

Person Specification: The person appointed will demonstrate:

Values:

- a) ability to prioritise building positive relationships within and outside the team
- b) commitment to active anti-discriminatory practice and ongoing learning about this
- c) understanding the Restorative approach as a way of growing community
- d) high standards of honesty, integrity and confidentiality

Experience:

- a) of working in the VCSE sector and/or evidenced business management experience
- b) of business development such as sales and marketing
- c) of managing a budget
- d) demonstratable experience in leadership and management
- e) of contributing to team learning and development

Knowledge:

- a) Numeracy and strong understanding of financial systems, the importance of accuracy & detail
- b) Information processing using excel spreadsheets, and Microsoft Office applications and programmes
- c) Of how to implement Policies and Procedures eg Data Protection (including Safeguarding)
- d) Commitment to ongoing learning including self-directed learning

Skills and Qualities:

- Excellent communication skills, verbal, written and social media
- Organisational, planning and prioritisation skills including time management
- Confidence to relate directly to multiple stakeholders and Project Partners
- The ability to work well as part of a team, and communicate openly and honestly
- The ability to identify problems, and issues for development
- The ability to turn ideas into action
- A willingness to adapt and be flexible, with a strong commitment to improve business function. There are often new projects, changing priorities, and new processes to embrace.
- Competent in use of Xero or similar
- Be one of CIPD/CMI/ILM qualified (desirable not essential)

This document may change and develop through Annual Review