

# Job Description

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Post Title	Department
Interim Business Support Manager	Corporate
Responsible to	
Chief Executive Officer	
Normal Place of Work	
Jamestown, St Helena Island	
Date	
1 January 2017	

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## Job Purpose

The job has 3 main focus areas:

- HR management and policy direction.
- Corporate support including PR; Company secretarial responsibility and corporate governance
- Business support: customer service administration, internal business support functions.

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## Key Tasks and Responsibilities

- To maintain close liaison with the Executive Directors on all matters of strategic importance.
- HR Management:
  - Effective HR strategy development which aligns with the strategic direction of the business
  - On-going review and alignment of HR policy and procedures to meet corporate business objectives

- Reward strategy including leading reviews of Company salary bands in line with market conditions and business needs.
  - To advise, coach and support line managers and administrators on HR policy and processes to ensure knowledge transfer
  - To manage all disciplinary and grievance issues. Ensuring appropriate investigation, full process adherence and accurate record keeping.
- Corporate Support / Company Secretary
- Responsible for overall Company PR – focus being on promotion and protection of the corporate brand.
  - providing advice to the Board of Directors on matters of procedure, Corporate Governance and Company risk exposure.
  - Liaison with the Chairman to periodically review the governance processes to ensure fitness for purpose and consider any improvements or initiatives that could strengthen the Board.
  - To provide guidance and support to Chairman in the monitoring and evaluation of Board performance.
  - Provide induction information and training to new NED's and on-going support as needed.
  - Co-ordination of all company registry returns and statutory filing requirements
  - Maintenance of the Company's insurances. Ensuring that insurance is appropriate and advising the Board on any risk/potential risk exposure
  - Providing advice and guidance to the Remuneration Committee for Executive Director remuneration, recruitment and retention
  - Managing and monitoring of customer complaints. Ensuring responses are tracked and meet with Code of Practice response targets.
  - Ownership of Legal services and IT service contracts.
- Customer Service & Internal Business Support
- Responsible for customer service. Ensuring that calls are answered, tracked and monitored to establish & maintain excellence in customer service. Includes: general enquiries; fault reporting, new connections, contractor call-outs
  - Internal business support: to ensure that the business has accurate data available in a timely manner to inform decision making and direct resources.
  - Keeping the fleet fully insured, serviced, MOT'd and legally compliant
  - Ad-hoc special projects on behalf of CEO and Board of Directors.

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## Core Competencies

- Professional ethics and integrity to maintain total confidentiality at all levels of the business up to and including BoD. Ability to filter between Executives, Chairman and Non-Executive Directors.
- Commercial awareness and strategic thinking to align HR strategy and policy direction with business objectives.

- Proven ability to communicate, build trust and influence at all levels.
- Able to multi-task, balancing conflicting needs to achieve appropriate outcomes
- Coaching skills to encourage knowledge and confidence transfer to enable managers to take increased responsibility
- Committed to on-going change and pursuit of business excellence
- Personal resilience: if it goes wrong it is likely to end up on your desk!

## Person Specification

Attribute	Level	Essential	Preferred
CIPD Qualified HR Manager	- Chartered Member - Full Member	- -	Yes Yes
Qualification Level			
Maths/English	GCSE	Yes	-
Business Degree	Degree/Masters	-	Yes
HR Qualification	Post Graduate	-	Yes
HR experience at a senior level	8 + Years	Yes	
Private Company experience	5 + Years	-	Yes
PR/Marketing Experience	2 + Years	-	Yes
Board level Experience	2 + Years	-	Yes
Supervisory Experience	5 + Years	Yes	-
Small Island / Community Working		Yes	-

## Working environment

This role is mainly office based at the Seales Corner office complex. However since assets are distributed across the island there is a need to meet with staff at work locations.

## Job Context

Connect Saint Helena Ltd. is the sole supplier of utility services on Saint Helena. Many of the systems are without backup and directly relate to the quality of the product, failure therefore results in consumer dissatisfaction.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Dimensions

Asset Responsibilities
Office Equipment, computer equipment,
Total staff supervision
Up to 5 employees
Budget Responsibilities
Administration budgets:
Key Contacts
<p>Board of Directors</p> <p>URA</p> <p>Auditors</p> <p>Managers</p> <p>All staff</p> <p>Customers</p>