

Senior Business Manager

Job Level	5	Kornferry Function	AS17
Directorate	CEO's Office	Function/Service	CEO's Office
Direct Reports	2	Indirect Reports	Nil
Line Manager Title	Chief of Staff	Budgetary Responsibility	Nil

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in [Our Leadership Framework - RedRoom](#).

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	The role leads the coordination of key business processes across the CEO Office, including executive governance, business planning, policy development, regulatory and charity reporting, risk oversight and continuous improvement activities. The postholder ensures high-quality decision making, effective follow-through on priorities and compliance with relevant governance and regulatory requirements.
Key Responsibilities	1. Executive Governance and Decision-Making - Lead the coordination of CEO Office and ELT governance processes, forward planning and meeting cycles. - Drive a disciplined operating framework that supports effective leadership, prioritisation and decision-making. - Prepare and coordinate high-quality reports, presentations, briefings and Board papers for senior leadership forums and ensure actions and decisions arising from ELT, Board and governance meetings are tracked and delivered. Anticipate and escalate significant strategic, operational or reputational issues, providing analysis and recommendations to support resolution. - Build effective relationships with senior leaders, trustees and key stakeholders to strengthen governance and organisational effectiveness. - Successfully foster and manage relationships with a broad range of internal and external stakeholders, to advance organisational priorities, influence key decisions and maintain effective governance.

2. Strategic Planning, Delivery and Continuous Improvement

- Support the delivery of organisational priorities by coordinating strategic initiatives, projects and cross-functional activities.
- Lead key business planning and performance review processes within the CEO Office.
- Maintain and continuously improve core governance and business management processes, including the organisation's Decision-Making Matrix.
- Identify opportunities to improve organisational effectiveness and lead delivery of agreed improvement initiatives.
- Coordinate responses to internal audit recommendations and support implementation of assurance actions.
- Monitor progress against key priorities and ensure risks, issues and dependencies are actively managed.

3. Governance, Policy and Regulatory Compliance

- Provide charity governance, policy and regulatory advice to senior leaders and trustees.
- Monitor legislative, regulatory and charity sector developments and assess implications for the organisation.
- Lead the development, review and maintenance of Board and CEO Office-owned policies, ensuring they remain compliant, effective and aligned to organisational strategy.
- Coordinate charity governance and regulatory reporting requirements relevant to the CEO Office and Board.
- Support governance committees and subsidiary entities, including company secretariat responsibilities where required.
- Promote best practice governance, accountability and compliance across the organisation.

4. Risk Management and Organisational Assurance

- Support the Chief Executive's risk management agenda and provide oversight of risks managed through the CEO Office.
- Maintain oversight of serious incident governance processes and coordinate reporting and responses where required.
- Ensure lessons learned, corrective actions and policy improvements arising from incidents, audits or reviews are implemented.
- Work closely with assurance, audit and compliance functions to strengthen governance arrangements.
- Support external audits, governance reviews and regulatory engagements.
- Ensure relevant business continuity arrangements are maintained, reviewed and tested.

	The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.
Know-how	Essential Criteria • Significant experience supporting senior leaders or leadership teams within a complex organisation, along with strong stakeholder management, influencing and relationship-building skills. • Strong understanding of governance, regulatory compliance, risk management and organisational accountability. • Proven ability to lead complex projects, programmes and business improvement initiatives across multiple stakeholders. • Excellent analytical, problem-solving and decision-making skills, with the ability to interpret complex information and provide clear recommendations. • Exceptional written and verbal communication skills, including drafting reports, Board papers and executive briefings. • Ability to work autonomously, manage competing priorities and handle sensitive and confidential information with discretion. Desirable Criteria • Knowledge of charity governance and Charity Commission requirements. • Experience of policy development, regulatory reporting or serious incident management. • Experience working within the charity, voluntary or public sector, with company secretariat responsibilities and governance committee support.
Additional Requirements	• The role may require attendance at meetings and events in different parts of the UK (and rarely, internationally) and as such there may be a requirement, on occasion, to travel and stay away from home (not expected to be more than once per quarter).

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	~~Adult/ Child/ Adult & Child Workforce/~~ None
PVG- Scotland	~~Adult/ Child/ Adult & Child/~~ None
Access NI- Northern Ireland	~~Vulnerable Adult/ Child/ Vulnerable Adult & Child/~~ None
Driver Check	~~Yes/No~~
<u>International Roles Only</u>	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.