

Business Delivery Manager

Job Level	Level 4	Job Reference No:	
		Role review date:	
Directorate	MFC	Function	MFC – Strategy and Innovation - Business Delivery
Service	Strategy and Innovation - MFC	Reports to:	Senior Business Delivery Manager

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

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.

Purpose of the role

The MFC Business Delivery Manager roles are pivotal roles within the directorate, supporting the Exec Director of MFC, providing dedicated support to multiple MFC directors

and the wider DMT, to ensure effective leadership and management of the organisation's portfolio of activity and the work of the MFC Directorate. It involves anticipating needs, forward planning, and serving as the main point of contact for day-to-day business administration hold responsibility for effective support being provided to the MFC leadership and the wider Directorate on a day-to-day-basis, and to ensure the smooth operation of the directorate's activities, with a visible commitment to driving excellence, consistency and continued professional development in business delivery. Additionally, the role contributes to the culture agenda within departments, aligning activities with the wider directorate and organizational culture goals.

Key responsibilities

1. Supporting the Exec Director of MFC and the Directorate's priorities

- Act as a central point of contact for the Directorate, providing professional and proactive support and ensuring confidentiality and discretion where required.
- Research and prepare presentations in partnership with the Senior Business Delivery Manager and lead on projects as required.
- Act under agreed levels of delegation from the MFC DMT to transact matters on their behalf.
- Act as deputy to the Senior Business Delivery Manager within set boundaries.
- Support and work with colleagues to identify solutions to resolve matters as they arise, ensuring queries directed to the MFC DMT are handled in a professional, friendly and efficient way, and escalating matters of concern in a timely manner with a recommended response.
- Draft correspondence on behalf of the MFC DMT as required.
- Build and maintain close rapport with CEO's Office, Executive Support Officers, MFC DMT and all internal and external stakeholders, acting as an ambassador for the COO Office.

2. Secretariat for the Directorate Management Team (DMT) & MFC Senior Leadership Team (MFC SLT)

- Take responsibility for the preparation and distribution of agendas and creation/collation of additional materials, drawing on content approvals by the Senior Business Delivery Manager.
- Proactively log and track actions for the Directorate Management Team and MFC SLT at the agreed level. This includes coordinating MFC contributions to corporate action logs.
- Serve as a dedicated Business Support partner to MFC directors, providing day-to-day support and acting as the central point of contact for all work-related queries. Ensure professional, proactive support while maintaining confidentiality and discretion as required.
- Coordinate diaries and phase work plans for key DMT members, ensuring the smooth running of the Directorate and the feasibility of DMT work patterns.
- Work closely with the Senior Business Delivery Manager to support the co-ordination of the DMT meetings as well as wider fora (e.g. Team meetings for MMF, P&P, M&C and S&I) and as matters arise through the year, anticipate and resolve issues as they arise.
- Design and update tools and materials on for use by – or on behalf of – DMT and MFC SLT.

3. MFC Culture and Internal Engagement

- Support on the delivery of the MFC Directorate engagement moments
- Support on the delivery of MFC Town Halls and as needed, draft and distribute regular Directorate messages via email and teams
- Coordinate and support delivery of culture engagement activities within allocated departments in line with the overarching strategy set by the Projects and Change Manager- Culture and People Experience.
- Responsible for managing department events including planning logistics, venue management and agendas.
- Support the Senior Business Delivery Manager in proactively managing MFC internal engagement assets, including MFC RedRoom pages and organisational charts in-line with agreed timeframes.

4. Driving improvements

- Act as a champion for continuous improvement within the MFC individual functions, owning materials and leading regular team meetings to support and challenge change through a structured, efficient and agile approach as allocated across the Directorate leadership.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities.
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics).

The duties and 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.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role:

England and Wales – Disclosure and Barring Service (DBS)
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<ul style="list-style-type: none"> None
Scotland
<ul style="list-style-type: none"> None
Northern Ireland
<ul style="list-style-type: none"> None

Drivers Check - Required – No

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
- Strong collaboration and relationship management skills to support working effectively with trustees, senior leaders and key stakeholders	S	I	
- Effective time management and prioritisation, with experience of proactively managing your own time; as well as those you support		I	
- Strong problem-solving, analytical and decision-making skills; with sound judgement	S	I	
- Strong written and oral communication ability, including evidence of creative design skills and experience of drafting and coordinate briefings, presentations and reports for a diverse range of audiences; and to distil complex issues		I	
- Excellent interpersonal skills, including tact and diplomacy	S	I	
- Practical understanding of technology (software and devices), including strong experience of Zoom and Microsoft 365 applications, such as Sharepoint, Excel, PowerBI, Teams, Powerpoint, Outlook, and Word		I	
- Strong initiative to drive ongoing improvements in executive and leadership support, taking personal responsibility for making improvements or working in partnership with colleagues to deliver changes	S	I	
Desirable			
- Understanding of internal communications and engagement strategy and delivery, working across multiple corporate sub-cultures	S	I	

Experience	S	I	A
Essential <ul style="list-style-type: none"> - Working in a highly pressured change-orientated environment - Working as a team player as part of a wider Directorate Management Team - Working with a high level of delegated authority, autonomy and confidentiality - Track record of working effectively with stakeholders, including at the most senior levels Desirable <ul style="list-style-type: none"> - Maintaining professional and friendly working relationships across a complex organisation - Experience of working with peers to share best practice, drive change and improvements, and to support professional development - Experience of managing a team within a fast-paced environment 	S S S S	 I I	
Additional requirements			
Essential <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. 	S	I	
Values in Action			
Dynamic - We move forward as one team. <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. Compassionate - We stand for kindness. <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. Inclusive - We are open to all. <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. Courageous - We are bold. <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

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.