



Business Manager Candidate Information

September 2022

The Institute of Cancer Research

About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide.

As well as being a world-class institute, we are a college of the University of London. We came top in the league table of university research quality compiled from the Research Excellence Framework (REF 2014).

We have charitable status and rely on support from partner organisations, charities, donors and the general public.

We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

Secretariat Team

The Secretariat team comprises the Chief Operating Officer's and corporate governance teams (4 people total). We work closely with the Chief Executive's Office and with staff across all Divisions and Directorates, ensuring we have the appropriate governance arrangements in place to support the ICR's mission and high-performing, efficient corporate services to aid our researchers.

The Business Manager is responsible for providing high quality, efficient and proactive support to the Chief Operating Officer (COO) enabling the COO and senior leadership team to carry out their roles effectively and supporting the delivery of strategic and operational targets.

Our mission
is to make the
discoveries that
defeat cancer.

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Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.



Pursuing excellence

We aspire to excellence in everything we do and aim to be leaders in our field.



Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.



Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.



Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.



Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.



Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.

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Job description

Department / division: Secretariat

Pay grade / staff group: Professional Services 2

Hours / duration: Full time (35 hours per week), Monday to Friday.

Reports to: Chief Operating Officer (COO)

Accountable to: Chief Operating Officer (COO)

Main purpose of the job:

- To manage on behalf of the COO special projects, delivery of the COO's strategic objectives and to work in partnership with the directors to further organisational priorities.
- To provide high-level proactive and responsive support to the Chief Operating Officer (COO), ensuring that they are always prepared and properly briefed for internal and external meetings and other events.
- To run the COO's office, managing the PA to the COO and Director of Finance.
- This post involves a high level of responsibility and independent unsupervised work. The post holder is required to be proactive, forward thinking and able to take on projects and develop processes that will improve operations and effectiveness within ICR's Professional Services.

Duties and responsibilities:

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Horizon scanning, regularly reviewing commitments and priorities with the COO and proactively prioritising these to enable forward planning.

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Anticipating the needs of the COO and providing strategic advice on priorities, conflicts, organisation intelligence and being their 'eyes and ears' and helping them to make time, information and decision-making more effective.

Able to 'connect the dots' joining up directorates or departments and sharing useful intelligence when appropriate to assist the COO, communicating effectively across all areas of the organisation.

Respond promptly to queries on behalf of the COO and resolving issues or redirecting enquiries as appropriate, being sensitive to different stakeholder needs and managing these professionally and completing actions on behalf of the COO including issuing correspondence and managing operational activity where appropriate.

Responsible for key internal and external meetings ensuring that the COO or lead member of the team has appropriate briefing notes and that the meetings run effectively.

Coordinate and prepare briefing notes, professional reports, papers, presentations and other documentation for different levels of meetings ranging from internal project team meetings to drafting papers for submission to senior management (Executive Board) meetings.

Research and proactively brief the COO on strategic and operational matters, advising and providing relevant information as appropriate to support timely decision making and subsequent communication.

Contribute to the financial planning cycle by working with the Professional Services directors to produce operational plans for the respective directorates, reviewing progress against priorities and advising the COO, improving visibility of priorities and dependencies across the directorates, helping to ensure these are in support of ICR's research.

To reflect and consider with the COO the work undertaken together and seek to improve continuously on its effectiveness, learning from outcomes and feedback

Identify and plan for emerging strategic priorities, assisting the COO in implementing short, medium and long-term strategic objectives and priorities.

Be responsible for managing all administrative aspects of away days and special events for the Professional Services directors, working in partnership with the COO to develop agendas and objectives for the day; manage the event and follow up actions.

Ability to effectively 'manage upwards' using tact, negotiation and an ability to think strategically to ensure the COO is aware of key priorities and deadlines and to ensure these are met.

Responsibility for maintaining and update the organisation's log of Significant Incidents on behalf of the COO. This includes logging new material, seeking updates to existing items and monitoring where there are regulatory requirements for the ICR to comply with.

Represent the COO's office where appropriate in internal fora and provide feedback and ensuring effective follow up.

Project Coordination and Management

Management of projects important to the COO and Professional Services teams, implementing strategic change initiatives and programmes. Ensuring the projects are organised effectively, that they are realistic and achievable and that the COO is adequately prepared.

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Sole responsibility for the commencement, management, monitoring and review of ad hoc projects as delegated by the COO

Working with Professional Services directors, project managers and key leads across the organisation to advance the COO's key projects and priorities. Building strong relationships based on confidence and trust, and advising and guiding on approach and process, including ensuring that relevant matters are brought to the COO's attention and presented to them in the most suitable and informative way

Careful management of data, information flows and knowledge to ensure this is useful and accessible for key stakeholders.

Set-up and servicing of project meetings including the preparation of papers and agendas, taking concise and accurate formal minutes or notes as required, coordination of papers and information, preparing action logs and following up on actions as necessary, identifying priorities and sensitivities to accommodate.

Contribute to strategic planning of team projects, identifying interdependencies across projects/functions, proactively identifying obstacles or potential impacts on the wider organisation and bringing these to the attention of the COO.

Confidently liaising between internal and external stakeholders to ensure a clear understanding of project objectives and progress updates and that information is shared transparently and in a timely manner, managing expectations.

Communication and networking

Establish, develop and build effective working relationships with the CEO Office, Professional Services Directors and their deputies, Heads of Division and key external contacts and collaborators including the ICR Board of Trustees, partners at the Royal Marsden Hospital, Breast Cancer Now, CRUK.

Act as focal point/first point of contact for queries for the COO, being the interface between the COO and colleagues around the organisation, handling issues on their behalf, escalating or redirecting as appropriate.

Ensure timely and effective communications between the COO and CEO office, the COO and Professional Services Directors and professional services and research colleagues, enhancing existing channels of communication and 'connecting the dots' to benefit colleagues and progress actions or projects.

To act as a sounding board or 'voice of the user' for other Professional Services directorates seeking to introduce new processes, policies or systems and providing constructive feedback

Administrative

Line managing the PA to the COO and Director of Finance, supervising their work including full and effective diary and inbox management and being responsible for his/her performance, professional development and supervision via regular 1:1 meetings and annual performance reviews.

To monitor and complete operational actions assigned to the COO e.g. at key internal meetings.

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Responsible for effective, proactive financial management for the COO portfolio of budgets, ensuring that expenditure stays within budget, appropriate control and monitoring and that all financial transactions comply with ICR regulations.

Provide regular, relevant financial management information to the COO highlighting any problems, trends and issues to be aware of.

Authorise financial paperwork e.g. invoices and expenses claims, and approving expenditure on behalf of the COO up to agreed limits.

Maintain HR records on behalf of the COO including absence management; appraisal and remuneration documentation; ensuring robust filing systems enabling easy retrieval of data and documenting of decisions.

General

Take responsibility for own continuing professional development so that knowledge of developments and best practice is current and informs professional delivery.

To lead by example in delivering a delivering a highly professional, effective support service and supporting the identification and sharing of best practice within the ICR's administrative network.

Develop and maintain effective working relationships at all levels within the ICR

Familiarise and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations.

Maintain a high degree of professionalism and recognise the bounds of confidentiality when trusted with restricted information.

To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

Any other duties which may be required which are consistent with the nature and grade of the post.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

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Person specification

Education and Knowledge

Educated to degree level or equivalent/relevant experience	Essential
Educational background in a science or science related subject	Desirable

Skills

Professional and non-judgemental manner and discreet approach to dealing with confidential matters.	Essential
Proactive, with excellent organisational skills and the ability to manage a high workload and prioritise multiple tasks effectively in the face of competing, changing deadlines	Essential
Excellent written and verbal communication and influencing skills adopting appropriate style for a range of audiences and with evidence for critical and thoughtful attention to detail.	Essential
Excellent IT skills, including MS office suite and ability to learn new systems quickly	Essential
Excellent interpersonal skills with the ability to work collaboratively with people from all backgrounds and organisational levels	Essential
Diplomatic and tactful with excellent dispute resolution skills	Essential
Proven problem-solving skills, with a methodical approach, strong attention to detail and the ability to produce accurate and detailed work	Essential
Ability to work under high pressure and remain calm in the face of rapidly changing priorities or ambiguity, helping others to do the same	Essential
Formal project management professional qualification	Desirable
Budget management and monitoring experience	Desirable
Strong negotiation and influencing skills with the proven ability to achieve optimal solutions through effective working relationships with a diverse range of internal and external senior stakeholders	Essential

Experience

Experience of working in the Scientific and/or Higher Education and/or charity sector	Desirable
Demonstrable experience of independent working requiring a high level of decisiveness and judgement	Essential
Experience of identifying the key points contained within complex issues and communicating these assertively and effectively to drive decision-making	Essential
Proven track record of providing strategic support and advice to a senior leader(s) managing and advising on their priorities and being fully across these in terms of activity and impact	Essential

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Experience of coordinating and delivering high quality written documentation and/or presentations on time to meet stakeholder needs	Essential
Ability to demonstrate responsiveness and flexibility, ability to cope well with ambiguity and anticipate change	Essential
Experience of managing and working collaboratively with key internal and external stakeholders	Essential
Experience of working under pressure with strict deadlines and dealing with complex issues with competing priorities	Essential
Supervisory experience, with the ability to manage, train and motivate	Desirable
Experience of implementing and maintaining offices systems (electronic and manual)	Essential
Experience of managing projects of different scale	Desirable
Understanding of confidentiality and data protection issues	

General

Committed to the ICR's mission, values, aims and objectives	Essential
High level of tact, integrity and discretion; ability to recognise and respect confidentiality	Essential
Resilient, self-motivated and driven	Essential
Professional and approachable manner	Essential
Flexible and dynamic approach	Essential
Willingness to take a 'hands-on approach' by diligently completing low-level tasks along with more complex tasks	Essential
The desire to develop skills further for the benefit of the organisation	Essential
Interest in cancer research	Desirable

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Benefits

We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

Further information

This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.