

BUSINESS & DIGITAL SUPPORT MANAGER

Reports to: Head of Administration

Location: Hybrid working with travel to Ategi offices and events as required

Hours: 30–36.5 hours per week (4–5 days)

Role Summary

Ategi is a not-for-profit provider of support services across Wales and England, delivering Shared Lives, Supported Living and Community Support services. The organisation is committed to providing high quality, person-centred support while ensuring long-term sustainability and continuous improvement.

The Business & Digital Support Manager plays a key role in coordinating Ategi's digital transformation, customer experience, organisational effectiveness, office management, governance support and stakeholder engagement activities.

The postholder will help create positive experiences for colleagues, partners, people supported by Ategi and other stakeholders through the effective use of digital systems, data, streamlined processes, high-quality support and the successful delivery of events and engagement activities.

Working closely with the Head of Administration, the role will help lead the development of modern, efficient and customer-focused ways of working, supporting colleagues to embrace digital tools, improve digital confidence and access the systems, guidance and resources they need to work effectively.

The postholder will act as a bridge between people, systems, governance and organisational improvement, helping to coordinate activity, strengthen processes, support informed decision-making and promote positive engagement across the organisation.

Key Responsibilities

Digital Transformation, Systems and User Experience

- Coordinate the delivery of Ategi's Digital Transformation Strategy and associated improvement programmes, working with colleagues and external partners to ensure actions are progressed effectively.
- Promote the effective use of Microsoft 365 applications including Teams, SharePoint, OneDrive, Outlook and Microsoft Copilot.
- Act as a champion for digital systems and modern ways of working.
- Provide first-line support and guidance to colleagues using organisational systems and digital tools.

- Develop and maintain user guides, digital resources, FAQs and self-service materials.
- Support the implementation, testing and roll-out of new systems and technologies.
- Gather feedback from users and identify opportunities to improve systems, processes and the overall colleague experience.
- Work with colleagues to identify barriers to effective digital working and develop practical solutions.
- Co-ordinate the administration of digital systems including permissions, document management and information structures.
- Liaise and work with the software providers, IT partners and suppliers regarding system issues, developments, upgrades and service improvement.
- Identify, prioritise and progress opportunities for automation, improved workflows and digital efficiencies, ensuring changes are practical, well communicated and aligned with organisational needs.

Key Outcome

Colleagues are confident in the use of digital systems, technology is effectively adopted and Ategi continues to develop efficient, customer-focused ways of working.

Data, Reporting, compliance and Organisational Insight

- Coordinate the collection, analysis and presentation of organisational data, ensuring information is accurate, timely and useful for operational, governance and strategic decision-making.
- Maintain accurate reporting systems, records and datasets.
- Produce reports, dashboards and management information to support operational, governance and strategic decision-making.
- Support departments to improve data quality, consistency and reporting processes.
- Assist with performance monitoring and organisational improvement activities.
- Analyse information to identify trends, risks and opportunities.
- Support the development of business intelligence that helps inform service improvement and planning.
- Contribute to and, where appropriate, coordinate quality assurance, compliance and regulatory reporting activities, ensuring actions and information are followed up in a timely way.

Key Outcome

Managers and leaders have access to reliable information and insights that support informed decision-making and continuous improvement.

Business Improvement and Customer Experience

- Coordinate and support organisational projects and improvement initiatives across the charity, ensuring actions, timescales and outcomes are clearly tracked.
- Coordinate actions arising from strategic projects and organisational development activities.
- Coordinate process mapping, review and documentation exercises, working with colleagues to identify practical improvements and ensure changes are clearly communicated.
- Support the development and maintenance of organisational procedures, resources and guidance materials.
- Gather feedback from colleagues and stakeholders to identify opportunities for improvement.
- Promote a culture of excellent customer service, responsiveness and continuous improvement.
- Support onboarding arrangements and resources for new colleagues.
- Help colleagues access information, systems and support quickly and effectively.
- Contribute ideas and practical solutions that improve organisational effectiveness and user experience.

Key Outcome

Business processes are efficient, accessible and user-focused, supporting positive experiences for colleagues, stakeholders and people supported by Ategi.

Events, Engagement and Communications Support

- Coordinate the planning, delivery and evaluation of internal and external events across Ategi, ensuring arrangements are well organised, inclusive and aligned with organisational priorities.
- Work collaboratively with the Practitioner role to coordinate and support engagement activities, learning and development sessions, workshops, community events and stakeholder initiatives.
- Support the Practitioner role in increasing participation, inclusion and engagement across organisational activities.
- Work alongside the Communications & Engagement Manager to support engagement initiatives, campaigns and promotional activities.
- Play a key role in organising trustee events, staff conferences, recruitment activities, Welsh language initiatives, fundraising activities and community engagement opportunities.
- Coordinate event logistics including venues, registrations, equipment, travel arrangements, catering and attendee communications.
- Prepare event materials, presentations, resources and supporting documentation.

- Support the promotion of activities through internal and external communication channels.
- Gather attendance information, feedback and evaluation data to support continuous improvement.
- Ensure participants receive a positive, welcoming and professional experience.
- Promote positive engagement with staff, Shared Lives Carers, stakeholders and external parties.

Key Outcome

Events, campaigns and engagement activities are professionally delivered, well attended, valuable feedback sourced and contribute positively to colleague development, community engagement and organisational visibility.

Operational Support and Office Management

- Support the Head of Administration in coordinating an effective, safe and well-organised working environment, ensuring facilities, resources and workplace arrangements are monitored and followed up appropriately.
- Respond to and direct telephone, email and general enquiries, ensuring a positive and professional experience.
- Coordinate the management and organisation of records and archives, ensuring information is retained, stored and disposed of in line with GDPR and organisational requirements.
- Support the maintenance of office resources, facilities, equipment and supplier relationships.
- Assist with routine health and safety administration including inspections, records management and action tracking.
- Support and help coordinate business continuity arrangements and workplace preparedness activities, ensuring relevant actions, records and learning are followed up.
- Contribute to document management and information governance processes.
- Provide operational support and workplace coordination to the Head of Administration, Shared Lives, Human Resources and the wider organisation as required, using judgement to prioritise tasks and maintain effective service delivery.

Key Outcome

Operational resources, facilities and records are effectively coordinated, supporting a safe, compliant and efficient organisation.

Governance support, confidentiality and board administration

- Support the Head of Administration with governance administration, including meeting planning, action tracking, records management, policy documentation, declarations of interest, trustee information and follow-up activity as required.
- Support governance processes by assisting with the preparation, coordination and secure handling of reports, papers and information for the Board, Committees and senior leadership meetings.
- Maintain confidentiality at all times, recognising that the postholder may have access to sensitive organisational information, confidential reports and personal or commercially sensitive data.
- Contribute to good governance by ensuring information is accurate, well organised, securely stored and available to support effective decision-making.

Key Outcome

Governance activity is well coordinated, confidential information is handled securely and Board and Committee processes are supported in a professional, accurate and timely way.

Environmental Sustainability

- Contribute to Ategi's environmental and sustainability objectives.
- Assist with the collection and reporting of sustainability information.
- Support environmental initiatives and staff engagement activities linked to sustainability.
- Promote environmentally responsible working practices across the organisation while actively researching sustainability, sharing information and encouraging participation.

Key Outcome

Sustainability considerations are embedded within organisational activities and contribute to Ategi's wider social value objectives.

Person Specification

Experience	Essential	Desirable
Experience providing business, project, governance or organisational support at a level requiring coordination, judgement and responsibility for progressing actions.	✓	
Experience within the social care, charitable or public sector		✓
Experience supporting digital systems, databases or Microsoft 365 platforms	✓	
Experience supporting digital transformation projects		✓
Experience of producing reports or working with organisational data	✓	
Experience coordinating projects, events, learning activities or organisational initiatives.	✓	
Experience supporting colleagues, customers or stakeholders. Experience of collaborative working with managers, staff, stakeholders and/or HR	✓	
Experience supporting governance, quality assurance, audits, compliance or regulatory reporting activity.		✓
Experience maintaining effective records and information systems.	✓	
Welsh Language skills		✓
Skills & Competencies		
Excellent communication, organisational and planning skills with strong interpersonal skills, with the ability to build effective relationships across both the organisation and external parties.	✓	
Strong digital literacy and Microsoft 365 skills.	✓	
Ability to maintain confidentiality, exercise discretion and handle sensitive governance, organisational and personal information appropriately.	✓	
Excellent attention to detail	✓	
Ability to analyse and interpret information and data using insights to suggest improvement	✓	
Problem-solving and continuous improvement mindset.	✓	
Experience of SharePoint administration.		✓
Knowledge of regulatory & legislation frameworks	✓	
Personal Qualities		
Commitment to the purpose and Values of the Organisation.	✓	
Commitment to working with a diverse workforce and the importance of equality of opportunity.	✓	
Highly motivated, positive, pro-active and enthusiastic	✓	
Works well independently or as part of a team, communicates and collaborates well with people at all levels.	✓	
Good level of emotional intelligence with strong attention to detail, sound judgement and the ability to maintain confidentiality when handling sensitive information.	✓	