THE CAMBRIDGE BUILDING SOCIETY

Business Support Manager

KEY INFORMATION

Role: Business Support Manager
Reports to: Head of Customer Experience
Grade: 4

PURPOSE

To provide effective business and operational management across Customer Experience, ensuring our people, resources, systems, suppliers and processes are aligned to customer and business priorities.
The role will lead workforce and capacity planning, performance reporting, operational support, procurement and supplier coordination, technology and system requirements, and the effective implementation of business change.
Working collaboratively across the Society, the Business Support Manager will identify opportunities to improve efficiency, strengthen operational resilience and enable colleagues to deliver consistently strong customer outcomes.

CRITICAL SUCCESS FACTORS

- Effective workforce and capacity planning aligned to customer demand and business priorities.
- Accurate, timely and insightful MI that enables effective management decision-making.
- Strong operational control and coordination, ensuring issues are identified and resolved effectively.
- Successful delivery and embedding of business and technology change.
- Effective supplier and procurement management, delivering service quality and value.
- Improved operational efficiency through continuous process improvement and effective use of resources.
- Strong operational resilience, with appropriate contingency and continuity arrangements.
- Effective cross-functional collaboration and stakeholder management.
- Clear evidence of improved customer, colleague and business outcomes.

BEHAVIOURS

- Members First: Uses customer and operational insight to ensure decisions, resources, systems and processes support positive member outcomes.
- Exceed Expectations: Sets high standards for operational delivery, accuracy, responsiveness and service quality, taking ownership to resolve issues effectively.
- Make It Happen:Takes accountability for delivery, removes barriers, drives actions through to completion and proactively identifies solutions.
- Better Together: Builds strong relationships across Customer Experience and support functions, working collaboratively to achieve shared outcomes.
- Embrace Improvement: Challenges existing ways of working, uses data and insight to identify opportunities and leads continuous improvement and change.
- Respect Always: Acts with integrity and professionalism, communicates openly and constructively, and values different perspectives and expertise.

Main Duties Within Role

- Lead workforce, capacity and resource planning, including scheduling, holiday management and allocation of resources across customer-facing channels.
- Develop MI, forecasting and performance reporting, consolidating data from multiple sources to provide clear insight into customer, growth, productivity and operational performance.
- Provide day-to-day business and operational support, identifying capacity pressures, service risks and opportunities for improvement.
- Coordinate procurement, supplier and contract management, monitoring service, performance, cost and value for money.
- Lead the operational coordination of technology, systems and telephony, including business requirements, enhancements, upgrades and operational readiness.
- Coordinate change and project implementation, including impact assessments, testing, communications, training readiness and successful embedding.
- Drive process improvement and operational efficiency, simplifying ways of working and improving customer and colleague outcomes.
- Support business continuity, operational resilience and facilities, ensuring appropriate contingency arrangements are maintained.
- Maintain effective data governance, operational communications and management information, ensuring information is accurate, timely and actionable.
- Build strong cross-functional relationships with IT, Risk, Finance, Procurement and other functions to resolve issues and deliver business priorities.
- Undertake any other duties and responsibilities that reasonably fall within the scope of the role.

Qualifications & Accreditations

- Relevant operational management, business management, workforce planning, data/MI, change or financial services qualification desirable, or equivalent practical experience.
- Strong working knowledge of Microsoft Excel and relevant MI, workforce planning and operational systems.
- Experience within financial services or another regulated customer-focused environment desirable.
- Change management, project management or continuous improvement qualification desirable.
- Relevant procurement, supplier management or business analysis experience/qualification desirable.
- Mandatory regulatory and role-specific training and competencies relevant to the role.

Skills & Experience

- Strong operational and business management capability, with experience supporting complex customer-facing operations.
- Strong workforce, resource and capacity planning capability.
- Advanced data analysis and MI reporting skills, with the ability to consolidate and reconcile information from multiple sources.
- Strong Excel skills and ability to develop meaningful performance reports, dashboards and management insight.
- Strong understanding of business performance, productivity, efficiency and operational performance measures.
- Experience of change management, project coordination and implementation.
- Ability to gather business requirements and translate operational needs into practical system, process or technology solutions.
- Strong understanding of technology and systems within an operational environment, with the ability to work effectively with technical specialists.
- Good procurement, supplier and contract management capability.
- Strong analytical and problem-solving skills with excellent attention to detail.
- Ability to identify trends, risks, performance gaps and improvement opportunities and translate these into clear actions.
- Strong planning, organisation and prioritisation skills, with the ability to manage multiple priorities simultaneously.
- Strong stakeholder management, influencing and communication skills across different levels and functions.
- Good understanding of operational risk, governance, resilience and business continuity.
- Strong commercial awareness with a focus on cost, efficiency, customer outcomes and sustainable business performance.

Job Holder Signature