

Head of Business – Job Description

Strategy & Leadership

- Direct the business, working in close collaboration with the Head of School and the Board of Directors (or 'key liaison' from the Board of Directors?)
- Work directly with individual Board members or Board working groups as required, and attend quarterly Board meetings, ensuring that members are appraised of all pertinent information required to make any decisions within the meeting, or via email as required
- Lead/Oversee all operational functions at G2K, which encompass a number of distinct work areas
- Lead strategic-level thinking regarding staffing and financial resources, services, products and partnerships
- Work with relevant colleagues/ stakeholders to develop and roll-out new and updated policies as required.
- Participate in regular school leadership meetings

Finance & Resources

- Assume overall responsibility for G2K's income and expenses, budgets and key financial decisions
- Identify and monitor specific risk factors relating to finance or people resources
- Oversee general financial processes, ensuring effective and accurate records are kept
- Oversee procurement and ensure resource usage is efficient, with utilisation of existing resources as a first priority
- Ensure measures are in place to safeguard against financial, physical or reputational loss to G2K
- Proactively identify ways to make the functions more effective and efficient (for example, reducing tax liabilities and structuring accounts to highlight areas where procurement could be adjusted to save resources)

- Proactively streamline processes in order to reduce staff time spent on cyclical tasks
- Within given limitations, ensure staff have the software and equipment needed to perform their roles effectively and serve G2K's customers as best as possible
- In line with national proposals to restrict foreign staff from assuming a position of supervising the People and Services Manager function, the role-holder will work collaboratively with the Finance Manager, who provides day-to-day management of this function. This will involve working collaboratively in all typical areas of HR (including performance evaluations, and finalising job descriptions), and assuming delegated responsibility in some.
- With the Finance Manager, ensure that G2K is compliant with all required legal registrations, processes and reporting (including those regarding the facility).

Customer Service, Marketing & External Representation

- Oversee all aspects of customer service, marketing and external representation for G2K's language services, and meeting and events centre
- In collaboration with the Board of Directors and the Marketing & Communications Coordinator, investigate and pursue revenue diversification strategies for spaces within Gateway House
- Leading the Marketing & Communications Coordinator and the Admissions Officer, strive for excellence in terms of quality service and effectiveness in all areas of G2K's operations, proactively identifying opportunities for improvement
- Oversee high-level decision-making regarding all aspects of G2K's external messaging, communications and promotional partnerships
- Act as a brand ambassador for G2K, growing brand recognitions and building relationships and partnerships with the aim to increase engagement in G2K's products and services.

Facilities Management

- Provide critical oversight into the general operations of G2K's facility, including high-level discussions regarding roles and responsibilities of support staff

- Oversee the running of the facility, with relevant Coordinators assuming day-to-day operational responsibility
- Ensure Gateway House offers a professional, safe and fit-for-purpose environment
- Proactively seek efficiencies in terms of staffing or financial resources
- At a high level (not operationally) manage tenant relationships, and those of regular/ influential venue customers
- Working alongside the Head of School, across the whole staff team, foster a spirit of excellence, with all striving for the best possible experience for tenants and other building users.