



1 OVERVIEW: BUSINESS MANAGER, JOB DESCRIPTION

The STS Group is looking for a qualified candidate to be the Business Manager of International School Dhaka, an STS Group initiative. The Business Manager supervises those with responsibility at the school for Marketing, Human Resources, Government Liaison, Facilities and Resources Management, Office administration, Transport and Security. The Business Manager also works closely with the admissions and academic team to monitor and review student enrollments. The Business Manager additionally holds joint responsibility with the Director to develop appropriate income streams for the school.

Further, the Business Manager is personally responsible for the supervision of the Financial Management of the school and works closely with the school's Director to prepare Budgets, Financial Projections and strategic plans.

The Business Manager liaises with the school's lawyers, insurers and Auditors to ensure that the legal status and financial standing of the school is protected at all times.

Apart from relevant educational qualifications, the successful candidate will need to demonstrate significant marketing acumen, including a proven and successful background in engaging with student enrollments. Significant experience of working as part of an international team, either in Bangladesh or overseas, and preferably in an educational context is desired.

Interested candidates should submit their CVs to sts.ceo@isdbd.org before 14 February 2019

2 POSITION IN THE ORGANISATION

The Business Manager is a member of the school's Senior Leadership Team and has a dual reporting responsibility both to the School Director and the Group CEO.

3 PRIMARY RESPONSIBILITIES

3.1 MARKETING

The Business Manager

- Jointly supervises the Director of Marketing and Admissions with the Director
- Ensures that the school maintains a fully updated marketing plan, supporting the marketing team in the process of outreach
- Works with the Director of Marketing and Admissions and the Government Liaison Officer to ensure that the school's admissions processes comply with the school's stated policy and with local and national regulations
- Works closely with the admissions and academic teams to monitor and review student enrolment
- Holds joint responsibility with the Director to develop appropriate income streams for the school

3.2 FINANCIAL RESOURCE MANAGEMENT

The Business Manager

- Line manages the finance and accounting staff
- Maintains a strategic financial plan to meet the needs of the school's strategic plan

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- Prepares annual budgets, financial statements, management accounts, cash flow statements and variance analysis as required
- Liaises with the school's accounting staff and auditors in the preparation of annual published accounts
- Establishes and supervises all internal accounting procedures including collecting, accounting and banking of all school funds
- Is responsible for the development and supervision of all procurement procedures at the school
- Establishes and supervises accounting procedures covering current and capital expenditures, petty cash, budget management and invoicing to parents
- Uses the school's strategic plan to maintain financial continuity

3.3 HUMAN RESOURCE MANAGEMENT

The Business Manager

- Line manages the HR staff
- With the Director, oversees the appointment of all non-teaching, administrative and support staff, maintains staff files and implements salary arrangements
- Is responsible for and oversees all teaching and support staff human resources policies ensuring that the school's human resources policies are equitably applied
- Organises and implements the school's Group Medical Insurance schemes
- Provides professional leadership and management of school support staff
- Ensures that all recruitment, appraisal, staff development, grievance, disciplinary and redundancy policies and procedures comply with all legal and regulatory requirements

In addition, the Business Manager

- Ensures compliance with all relevant aspects of employment law
- Acts as the Head of School's adviser on employment legislation, including disciplinary procedures
- Ensures that the School has appropriate disciplinary and grievance procedures in place, taking professional advice as required.
- Ensures that all relevant staff have compliant contracts of employment and keeps the School's standard contracts up to date as new legislation takes effect, taking professional advice as required.
- Oversees the purchasing of all goods and services for the School.
- Oversees arrangements for staff accommodation and the letting of property to School employees and third parties; ensuring that the appropriate leases and licences to occupy are signed by the tenants.
- Letting of School premises to outside organisations.

3.4 FACILITY AND PROPERTY MANAGEMENT

The Business Manager

- Line manages the Facilities and property management staff
- Manages the maintenance and cleaning of all school premises and staff accommodation
- Follows sound practices in facility management and grounds maintenance
- Implements and supervises a cleaning system of the school and staff accommodation
- Establishes a system for control of parking of cars and other vehicles within and adjacent to school property

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- Oversees all school building projects, liaising with project managers, architects, contractors etc.

3.5 INSURANCE

The Business Manager

- Ensures that the School has adequate insurance cover at all times to include employer's liability, buildings and equipment cover, personal accident, travel insurance, business continuity and other relevant cover
- In consultation with the Director and Group CEO, negotiates the renewal or award of all insurance policies
- supervises the HR officer in the negotiation and smooth implementation of the school's Group Medical policy
- Seeks professional advice in all matters relating to insurance as necessary

3.6 OFFICE AND GENERAL ADMINISTRATION

The Business Manager

- Is the designated leader of school administrative services, ensuring efficient and effective office organisation
- Ensures full and complete maintenance of archives relating to all school functions. Especially financial and budgeting, the physical plant, student and employee records
- Is responsible for the letting of school premises to outside bodies

3.7 HEALTH AND SAFETY

The Business Manager

- Line manages the administrative team Health and Safety staff
- Formulates, monitors and implements the School's policy to comply with the requirements of health and safety legislation, which could include acting as chair of the health and safety committee
- Carries out risk assessments where appropriate and monitors all departments to ensure that they are carrying out risk assessments, taking professional advice as required.
- In close liaison with other members of the school's Senior Leadership Team, prepares and implements emergency plans and procedures to evacuate the buildings and restore use of the buildings in the event of any breakdown
- Ensures the school's health and safety policies are implemented at all times
- Supervises the school security, fire warning and pest control systems

3.8 LEGAL AND GOVERNANCE

The Business Manager

- Works with the schools Government Liaison Officer and company lawyers to provide advice to the Director and Board on relevant company law, recommended practice and procedural issues
- Acts as Secretary for all meetings of the Board of Governors and supporting committees.
- Prior to such meetings, the Business Manager liaises with the Company Secretary and Director to agree the agenda and procedures for the meeting.
- Assists the Company Secretary in drafting the minutes of Board Meetings

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- Establishes and services Board Appeal Panels for hearings associated with disciplinary matters, grievances and parental complaints

3.9 OUTSOURCING

The Business Manager

- Is responsible for all aspects of the school's operation which have been awarded by the Board of Governors to outsourced companies or organisations, delegating detailed supervision of providers as appropriate
- Manages all due processes of tendering when the Board of Governors has decided to outsource any of the school's services or activities
- Designs and maintains systems for the maintenance of quality control of outsourced services, reporting from time to time to the Board about the performance of companies engaged by the school to carry out these services

4 GENERAL DUTIES

The Business Manager

- Contributes fully to any strategic discussions and provides financial analysis of options
- Undertakes such staff training and professional development as may be agreed
- Undertakes such other appropriate duties as may, from time to time be required
- Keeps abreast of all developments relevant to the sector both internationally and within Bangladesh through networking, including through relevant professional associations

5 SKILLS

The successful candidate will be able to demonstrate

- Strong interpersonal and communications skills, with the ability to relate well to people on all levels, both internal and external to the School
- Ability to develop and maintain strong and effective relationships with the Board, the school's Director, other staff and parents
- Excellent understanding of the finances of the School with the ability to interpret complex financial and statistical data suited to the needs of the audience in a concise and clear manner
- Ability to work effectively as a member of the Senior Leadership Team, while acting strategically to impact school improvement
- Ability to lead and inspire both teams and individuals
- First class organisational skills with the ability to delegate effectively
- Strong analytical and problem solving skills
- Confident use of IT including advanced Microsoft Excel skills
- Excellent project management skills
- Ability to manage change effectively
- Ability to remain calm under pressure whilst staying within tight deadlines
- Ability to problem solve and mediate under pressure



6 QUALIFICATIONS

- The successful candidate will possess a relevant academic qualification to at least degree level
- Although an accounting degree is not essential, the successful candidate will need to be able to demonstrate significant financial experience and acumen
- Additional relevant professional qualifications and memberships would be an advantage

7 EXPERIENCE AND KNOWLEDGE

The successful candidate will have

- A proven and successful background in financial management, including planning and control, general management and revenue generation
- Significant experience of working as part of an international team, either in Bangladesh or overseas, and preferably in an educational context
- Significant recent successful experience of managing teams in a complex, service driven environment
- Experience of staff performance management and improving standards
- Project management experience, planning, multi-tasking, managing, prioritising and monitoring of conflicting work and demands
- Proven and successful experience of facilities/ maintenance management
- Experience of tendering of contracts and contract management
- Sound understanding of Health and Safety
- A knowledge of safeguarding and safer recruitment processes
- Understanding of Data Protection legislation
- Experience of working in a school or educational environment is an advantage

An awareness of commercial, company and relevant educational law in Bangladesh would be very advantageous.

8 PERSONAL ATTRIBUTES

The successful candidate will be able to demonstrate

- A high level of honesty and integrity
- Resilience and the self-confidence to push boundaries and challenge the norm whilst maintaining sensitivity and awareness of commercial realities
- Strong intellect coupled with a sense of humour
- Professionalism combined with a warm and approachable personality
- Enthusiasm, with drive and ambition to make a difference
- Ability to reflect, review, learn and change if appropriate
- Ability to work independently with initiative and also as part of a team
- Strong attention to detail and the ability to work to a deadline
- An ability to work in a highly regulated environment
- Strong commitment to safeguarding and welfare of children and young people
- Clear understanding and belief in the ethos of the International School of Dhaka
- Strong belief in education as the key driver and change-maker for future generations