

# Head of Business Support

## Role Description



Role Title	Head of Business Support
Reports To	The BLSAR Leadership Team (LT). Each member of the LT has a shared responsibility for running the BLSAR organisation as a whole, and the LT ultimately reports to the Trustees
Team members	Marketing lead, Fundraising lead, Events lead, IT lead, with other roles to be determined and recruited by the role holder.
Status	Volunteer
Term	Appointment is reconfirmed by the AGM / Leadership Team each year
Location	Berkshire (Home-based with attendance at monthly leadership meetings in Bracknell)
Hours	Flexible, with an estimated 5+ hours per week

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### About Us

Berkshire Lowland Search & Rescue (BLSAR) is a vital volunteer-run charity, supporting the police and emergency services in locating vulnerable missing persons. With a team of approximately 80 volunteers, we depend on a strong, cohesive support capability to maintain operational readiness.

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### Role Purpose

The Business Support Lead plays a key role in the smooth operation and strategic development of Berkshire Lowland Search and Rescue (BLSAR). This role oversees the non-operational business functions of the charity, including Marketing, IT, Fundraising, and Event Management. Working closely with the leadership team and operational leads, the Business Support Lead ensures that BLSAR maintains a strong public profile, secures vital funding, delivers successful events, and benefits from robust digital and administrative infrastructure.

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### Key Responsibilities

Bring together the following functions as a single Business Support department within BLSAR. Recruit as required into desired roles. Own, oversee and organise the various functions, teams and individuals below to deliver the BLSAR promotional and revenue generating objectives.

#### Marketing & Communications

- Define and implement a marketing strategy to raise awareness of BLSAR's work.
- Manage online presence including website content, social media platforms, and newsletters.
- Design and distribute promotional materials for campaigns, recruitment, and fundraising.
- Act as a liaison with press and media as required.

#### Fundraising

- Lead the fundraising initiatives, including grant applications, corporate partnerships, and community engagement.
- Collaborate with the Finance Lead and the operational teams to identify funding needs and priorities.
- Maintain relationships with existing supporters and identify new fundraising opportunities.

Business Support Lead – Effective 20/07/25

### **Event Management**

- Oversee the process for planning, coordination, and delivery of events such as open days, marshalling, fundraising events, and community engagement sessions.
- Work with the various BLSAR teams and local partners to ensure events run smoothly and align with the BLSAR purpose and capabilities.
- Manage event budgets and logistics.

### **IT & Digital Infrastructure**

- Ensure the BLSAR IT systems and tools are appropriately managed and maintained.
- Support the selection, implementation, and maintenance of software and equipment required by the team.
- Ensure appropriate IT security and data protection measures are in place, understood and used.

### **Team management**

- Recruit from both membership and externally to build a Business Support team able to deliver the identified tasks without undue burden on any individuals.
- Motivate and manage those members engaged in Business Support through regular communications and clear definition of tasks.
- Monitor member well-being and ensure all members engaged in Business Support are recognised and treated fairly and responsibly.

### **Collaboration with Other Departments**

- Represent the Business Support aspects of BLSAR as an equal partner to the operational teams at the LT.
- Maintain and publish regular reports which track key indicators such as the cadence of events, fundraising and marketing campaigns.
- Coordinate with the BLSAR LT to maintain alignment between Business Support and overall organisational goals.

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### **Essential Skills and Experience**

- Experience in any of the following: marketing, fundraising, or event planning.
- Strong organisational skills, with the ability to work collaboratively and manage multiple tasks and small teams effectively.
- Proactive, reliable, proven self-starter and individual contributor.
- Confidence using common digital marketing tools.
- Experience of using modern IT systems (including Microsoft products) Creative and strategic thinker.
- All candidates will be subject to a DBS check.
- This role does not require Search & Rescue qualifications.

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### **What We Offer**

This role provides the chance to be part of a dynamic and compassionate team at a vital local charity while developing your skills and making a meaningful impact in the community.

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### **How to Apply**

To apply, please email your CV and a brief statement outlining your interest in the role and relevant experience to [Recruitment@berkshirerescue.org.uk](mailto:Recruitment@berkshirerescue.org.uk)

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### **Selection Method**

- Interview by at least one member of the BLSAR Leadership Team and the Trustees