



Business Support Manager

Reporting to: Director of Building Safety and Assurance
Team: Frankham Risk Management Services –
CDM/BSA Team
Location: Sidcup / London / Remote

Business Support Manager

Job Specification

Reporting to: Director of Building Safety and Assurance
Team: Frankham Risk Management Services – CDM/BSA Team
Location: Sidcup, London, Remote

This role is aimed at an excellent all-rounder with exemplary communication skills across all levels. The role is varied and challenging; you will need to be able to keep a cool head when working under pressure. You must have a pro-active approach and be willing to work using your own initiative as well as ability to manage your own time/tasks.

Main Responsibilities

- Responsible for day-to-day customer management, effective planning, co-ordination, and financial control of key client accounts under direction of the Director of Building Safety.
- Assist the Director of Building Safety ensuring that all deadlines and KPIs are met.
- Establishing and building effective working relationships with clients, suppliers, and other partners.
- Provide effective communication and key project support to the Director of Building Safety.
- Be involved from bid/proposal stage and project inception with all new projects and client relationship management.
- Play an active role in the planning, mobilisation and 'go live' stage of each project.
- Maintain project management sheets and project coordination activities.
- Attend client meetings where required and provide an update on live projects with regards to scheduled works and capacity etc (travel to client meetings will be required).
- Supporting the Director of Building Safety with ad hoc business requirements.
- Promoting and maintaining the core values of The Frankham Group.
- Project set up and maintenance.
- Setting up project folders and collating project documents.
- Managing appointments and all other parties involved (consultants, contractors, clients etc).
- Logging work orders / raising POs and preparing financial documentation.
- Invoicing and debt chasing.
- Arrange / organise programme of works for individual contracts.
- Ensuring that operational staff/subcontractors are scheduled out effectively, to ensure both internal and external KPIs/deadlines are met.
- Co-ordinating the uploading of reports to online systems, assisting with in-house and client databases in full accordance with the relevant service level agreements.
- Prepare KPI and meeting updates.
- Updating pipeline reflective in Revenue Forecast as instructed/reviewed by the Director of Building Safety.
- Creating and profiling jobs in Workbench following instruction from the Director of Building Safety.
- Raising purchase order requisitions against confirmed supplier costs via pipeline.

- Drafting invoices from the revenue forecast on workbench.
- Carrying out the company client pledge.
- Carrying out and updating debt management through workbench.
- Taking and typing up meeting minutes or other documentation as required.
- Monitor and update the Project Management spreadsheets for each project when updates are confirmed by the Director of Building Safety.
- Answering/taking calls and responding to emails - direction/action as required in support of the Director of Building Safety.

Candidate Specification

Essential Experience

- This role requires a minimum of 3 years' experience in a similar role.
- Experience with client management and senior management support is essential.
- Good general education is essential, ideally to degree level.
- Strong knowledge of Microsoft Office applications including Outlook, Word, and Excel as a must.
- Strong knowledge of finance and accounting software and processes.
- Further education around construction is desirable but further training/CPD within post is negotiable.

Technical Knowledge

- Excellent verbal and written communication skills, competent spelling, and grammar.
- Strong knowledge of numeracy and computer literate. (Outlook, Excel, and Word must).
- Self-motivated.
- Experience within a busy office/admin environment is essential to the role.
- Excellent organisational & time management skills.
- A professional manner.
- Good all-rounder with ability to work well under pressure.
- Background knowledge of compliance and risk management preferred but not essential.
- Good eye for detail and scrutinising of multiple sets of information.
- Flexible, reliable, and hardworking.
- Excellent timekeeping and attendance record.
- Strong professional and personal references.

Personal Qualities

- Positive working attitude and excellent communication skills.
- Excellent motivational and influencing skills.
- Incumbent must have a high level of energy, be self-starters, confident and stable in manner, and be able to prioritise and work on a range of activities within a high-pressure environment.
- Enthusiastic and adaptable to working alone and withing a team.
- Ability to handle multiple tasks and a growing workload.
- Ability to establish and build effective working relationships with the clients, suppliers, and internal teams.
- Able to contribute effectively and on equal terms across all business activities.

- Able to create and analyse financial, technical, and operational data.
- Willingness to progress own skills and to develop the role within the company for mutual benefit.
- Strong understanding of home/work life balance and a keen interest for career progression.

Benefits & Initiatives

Frankham offer excellent benefits and initiatives, including:

- Hybrid working policy
- Annual leave - sell, buy & carry-over
- Health Insurance - Health Shield cash plan
- Long service award
- Incentive scheme
- Frankham Friday
- Professional qualification support
- Cycle-to-work scheme
- Death in service
- Annual season ticket loan
- Generous maternity & paternity pay

About Frankham Group

Frankham is a top 50 multi-disciplinary built environment consultancy. For over 40 years, we have delivered integrated Design, Surveying and Project Management, Infrastructure Engineering, and Risk Management solutions to the built environment. We combine technical expertise with a commitment to bringing ideas to life.

Following investment by LDC in March 2026, Frankham Group is entering a pivotal phase of growth and transformation. The business is evolving from a collection of highly entrepreneurial divisions into a more connected, scalable and strategically aligned organisation capable of delivering accelerated growth, operational excellence and long-term value creation.

As part of this next stage of development, we are seeking an experienced and commercially astute legal professional to establish, lead and develop the Group's legal function. The successful candidate will provide strategic and operational legal leadership across all areas of the business, supporting commercial growth whilst ensuring legal, contractual and regulatory risks are effectively managed.

Acting as a trusted adviser to the Board, Executive Leadership Team and operational management teams, the role will play a pivotal part in protecting and enhancing the Group's interests, enabling sustainable growth and supporting key strategic initiatives including acquisitions, business integration and market expansion.