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# Example of Support Manager Job Description

Our company is searching for experienced candidates for the position of support manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support manager

* Collaborates with Succession Management team to identify future leadership talent
* Approves Global Leadership Development program materials to verify the outline of leadership development purpose and process
* Reviews leadership development program evaluations to assess the organizational (i.e., business unit) impact
* Maintains relationships with professional networks to gain best practice information for the enhancement of TM processes and systems
* Recommends selection and development process enhancements to ensure TM strategies are effective in meeting business unit goals
* Ensures that direct and indirect reports have documented career goals and detailed plans for achieving these goals to develop them personally and professionally
* Identifies opportunities to involve others in new and challenging work assignments and/or rotations that advance the skills and capabilities of individuals and the organization
* Complete time sheets and calculate wages
* To complete RAG audit inspections within contracts that are considered at risk and failing to meet the required SLA as specified by the client
* To build relationships and rapport with each contract client within the geographical region, ensuring a meeting takes place with each client a minimum of once per month

## Qualifications for support manager

* BHPB - LOB initiative leads, National Training and Development Manager, BHPB Operations teams, Human Resources, BHPB Compliance, PCG Risk Management, BHPB Operations
* Direct interaction with National Support Managers
* PCG and P&C – leaders and work teams
* Must be able to identify solutions to issues before they become obstacles
* Must be able to work well in collaborative team environment, but also independently
* Will need to undertake occasional travel to Luxembourg and possibly other European sites for periods up to a week