

JOB DESCRIPTION

JOB TITLE: Administrative Manager/PA to CEO

JOB PURPOSE: To ensure that an effective administration support service is provided across the organisation, HR functions are carried out, premises are managed and maintained, and the charity is compliant with Health and Safety legislation.

ACCOUNTABLE TO: CEO

RESPONSIBLE FOR: Administrative Assistant

HOURS: Part time – depending on candidate's requirements

Main Duties

Management and Administration

1. To manage and support the charity's administration staff, monitoring workloads and dealing with related issues to ensure that an effective, high quality administration service is provided.
2. To act as the Chief Executive's Personal Assistant, carrying out diary management, planning meetings, acting as the first point of contact for the CEO.
3. To ensure our CRM is up to date and well maintained and general correspondence, reports, minutes, promotional materials, etc., are produced when required and to a high standard.
4. To manage and maintain office systems, delegating work as appropriate.
5. To ensure internal procedures are efficient and effective and continuously improving.
6. To ensure up to date and appropriate insurance cover is provided across the organisation, to review costs and negotiate competitive rates.

Premises and Equipment

1. To ensure security of premises and to arrange for repairs, alterations and maintenance to be undertaken.
2. To negotiate competitive prices from suppliers for utilities, refuse, telephones, furniture and office equipment etc Undertake reviews of suppliers and prices as appropriate and ensure smooth running of all contracts.
3. To review and ensure compliance with property and equipment leases.
4. To arrange purchase and maintenance of equipment and organise staff training as appropriate.

Health and Safety

1. To take lead responsibility for Health and Safety and to work with our nominated expert company (NSEGTA) to ensure that Age Concern East Cheshire is compliant with legislation.
2. To keep informed of, and implement, changes in Health and Safety legislation, as advised by our nominated expert company (NSEGTA), and ensure that the charity's policy remains up-to-date with legislative changes.
3. To ensure risk assessments are carried out at all the charity's premises and ensure that risk assessments are carried out on all venues used for outreach and community activities.
4. To ensure that PAT testing is carried out on all the charity's electrical appliances.
5. To provide induction training to all staff on Health and Safety and ensure that appropriate on-going training is provided.
6. To ensure that all staff are aware of their responsibilities under the Health and Safety Act.

Human Resources

1. To manage all HR related activity, including liaison with payroll, references for former employees, managing the process for staff leavers (including staff collections), supporting grievance and disciplinary procedures etc, delegating, as appropriate.
2. To manage the charity's recruitment process, including requesting references, finalising offer letters and contracts for successful candidates, organising new employees' inductions.
3. To manage the online absence management system, ensuring that the system is updated appropriately to meet the charity's requirements.
4. To be the Charity's lead on the Disclosure and Barring Service (DBS) checks, ensuring all staff and volunteers have an up to date check at the appropriate level for their role, in line with our policies and procedures.

General

1. To assist with maximising Age Concern East Cheshire's fundraising and trading opportunities.
2. To act at all times in accordance with the policies and procedures of Age Concern East Cheshire.
3. To undertake any other duties, which are consistent with the duties and responsibilities of the job.

PERSON SPECIFICATION OFFICE MANAGER/PA TO CEO

Experience	Essential/ Desirable
Previous Experience of working in a busy office environment	E
Experience of managing an office and delivery of admin tasks	D
Experience of managing people	D
Experience of looking after buildings and facilities, including health and safety compliance	E
Experience of being responsible for and managing HR	D
Experience of delivering HR functions	E
Experience of recruitment, selection and induction of staff	E
Skills, Knowledge and Abilities	
Excellent customer service skills (for both internal and external customers)	E
Proven management/supervisory skills	D
Excellent communication skills, both written and verbal, able to take minutes, write reports, draft letters etc	E
Excellent IT skills, including Microsoft office and CRM databases	E
A sound understanding of office systems and the ability to improve them	E
Ability to work independently and as part of a team	E
Ability to organise self and work load	E

Attitude	
Ability to motivate self and others	E
Positive solution focussed attitude	E
Able to stay calm and prioritise workload and team when under pressure	E
Able to work flexibly and attend occasional out of hours events	E

June 2022