

JOB DESCRIPTION

Job Title:	Office Supervisor
Job Location:	The Jubilee Centre, Mosley Avenue, Bury, BL9 6NJ
Responsible to:	Chief Executive Officer
Responsible for:	Receptionist
Hours of Work:	21 hours per week
Salary:	£13,879.32 per annum and contribution to the pension scheme
Leave:	20 days per year on pro-rata basis, plus all statutory bank holidays and one compulsory day off from Age UK Bury. In addition, 3 days paid leave for you to undertake voluntary work for a charity of your choice.
Contract:	Permanent subject to 6-months probationary period.

JOB SUMMARY

The office supervisor is integral to ensuring the efficient and effective day-to-day operation of the office, upholding high standards of professionalism and service delivery.

The Office Supervisor is expected to consistently demonstrate excellent customer service, positive and professional behaviours, and a comprehensive understanding of the Charities services when engaging with both internal and external stakeholders.

The Office Supervisor will act as a central point of coordination within the office, supporting staff and volunteers, responding to enquiries and ensuring that all administrative processes are carried out accurately and in a timely manner. A proactive, solutions-focused approach is essential to effectively respond to customer's needs, resolve issues efficiently and continually improve service delivery.

In addition, the Office Supervisor will provide comprehensive administrative and organisational support to the Chief Executive Officer, including effective diary management and ensuring priorities are coordinated and delivered efficiently. The role requires a high level of discretion, strict confidentiality, and consistently professional conduct.

The role requires strong organisational skills, attention to detail and the ability to multitask in the fast-paced environment. You should be confident in communicating across all levels of the organisation, fostering a collaborative and customer-focused office culture.

KEY TASKS AND RESPONSIBILITIES

1. Support and work in conjunction with the Customer Service Administrator to ensure that reception is effectively covered throughout the day, especially during lunch time, holidays or during any sickness absences.
2. Handle telephone enquiries from customers, providing clear, accurate information, guidance, and support in a professional and courteous manner.
3. Support and work in conjunction with the Receptionist and Chief Executive Officer to ensure that the Information and Advice Team's Appointment Record and other Diary management are maintained accurately and completely as possible.
4. Diary management for the Chief Executive Officer.
5. Ensuring event/room hire records are completed.
6. Support and work in conjunction with the Receptionist and Chief Executive Officer to ensure that Fire Safety procedures are implemented as required.
7. Comply and update office policies, risk assessment and health and safety procedures.
8. Ensure that data is retained securely and confidentially - fulfilling the requirements of GDPR.
9. Liaising with contractors carrying out repairs to the property.
10. To maintain accurate records of staff and volunteer training.
11. Assist the Chief Executive Officer in recruitment procedures.
12. Administration of new starters and leavers.
13. Maintain accurate and up-to-date personal records in line with organisational and data protection requirements.
14. Collating information for the monthly newsletter and assisting on social media platforms.
15. Maintain accurate and up-to-date records of volunteers in line with organisational procedures and data protection requirements.

FINANCE

1. Management of Cash and the ability to use credit card machines.
2. Support and work in conjunction with the Receptionist to ensure that cash takings for Jubilee Centre Activities are collected, counted and recorded correctly.
3. Support the Chief Executive Officer when preparing information for auditors and the Trustee Treasurer.
4. Collect timesheets submitted by staff and prepare the monthly payroll processing cycle for approval by the Chief Executive Officer.
5. Filing historical records and retrieving necessary documents as needed.
6. Knowledge and experience of the accounting system Xero.
7. Administer the Charity's Gift Aid processes ensuring declarations are valid, accurately recorded and securely stored in compliance with audit and data protection requirements.
8. Support and work in conjunction with the Charity's Accountant to prepare reports on Gift Aid performance, highlighting income generated, trends and opportunities for improvement.

JUBILEE CENTRE

1. To be responsible for conducting and recording regular fire safety checks, risk assessments and equipment inspections in line with the Charity's policies and statutory requirements.

GENERAL

1. Assist with the promotion and publicity of the charity's work.
2. Demonstrate a flexible, proactive approach, with a strong commitment to promoting the growth and positive impact of the Charity, its staff, volunteers and services.
3. Work collaboratively with staff and volunteers across different departments, demonstrating flexibility to support wider organisational priorities and undertake duties beyond the immediate scope of the role when required.
4. Some weekend or evening working is expected to support the Charity's fundraising efforts.
5. Attend supervision sessions and staff meetings.
6. Carry out other duties relevant to this role to support the work and the aims of the charity, as specified by the Chief Executive Officer.
7. Undertake relevant training and continuous professional development as required to support effective performance in the role.
8. Minute taking for various meetings ensuring they are completed in a timely manner and distributed to the relevant people.
9. Providing administrative support on a range of tasks as directed by the Chief Executive Officer.

Standard Clauses

- **Equal Opportunities:** The postholder will be expected to adhere to Age UK Bury's Equal Opportunities Policy in all aspects of their work.
- **Confidentiality:** The postholder will be expected to always adhere to the organisation's Confidentiality and Data Protection Policy.
- **Health & Safety at Work:** The postholder will be required to abide by the Age UK Bury's Health & Safety Policy and the requirements of the Health and Safety at Work Act.
- **Disclosure and Barring Service:** Confirmation of appointment to this post will be subject to a satisfactory DBS check.
- **Safeguarding Vulnerable Adults:** To report safeguarding concerns in accordance with the Age UK Bury Safeguarding Vulnerable Adults policy.

Person Specification – Officer Supervisor

Essential Criteria	Assessment Method
Proven experience in an administrative or office-based role	Application/Interview
Experience of supervising staff or coordinating a small team	Application/Interview
Excellent organisational skills with the ability to prioritise workload and multitask in a busy environment	Application/Interview
Strong communication skills (verbal and written) with the ability to engage effectively with a wide range of stakeholders	Application/Interview
Demonstrable commitment to delivering high standards of customer service	Application/Interview
Experience of diary management and supporting senior staff (e.g. CEO or management level)	Application/Interview
Ability to handle confidential and sensitive information with discretion and professionalism	Application/Interview
Good IT skills, including Microsoft Office (Word, Excel, Outlook) and ability to learn new systems	Application/Interview
Experience of maintaining accurate records and data management (including GDPR awareness)	Application/Interview
Knowledge or experience of basic financial processes (e.g. cash handling, payroll preparation, use of accounting systems such as Xero)	Application/Interview
Ability to work independently and use initiative to solve problems effectively	Application/Interview
Experience of working collaboratively and as part of a team	Application/Interview
Understanding of health and safety responsibilities in an office or community setting	Application/Interview
Experience of supporting recruitment and HR administration (e.g. on boarding, personnel files)	Application/Interview
Ability to support events, activities, or community programmes	Application/Interview
Flexible approach to working hours, including occasional evenings and weekends	Application/Interview
Awareness of safeguarding responsibilities and commitment	Application/Interview
Understanding of and empathy with the issues affecting people aged 50+	Application/Interview
Full driving licence with access to a vehicle and insured for business use	Interview

The Organisation

Quality Assurance

We are proud to have achieved the **Age UK Charity Quality Standard**. Our achievement of the Age UK Charity Quality Standard recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of people 50 and over, our staff and volunteers.

This quality award examines our financial controls and the work of the finance, admin staff and committee members in following good practise in the management of charitable funds.

We are also proud to have achieved the **QAS Quality Advice Standard** accreditation for our **Information and Advice Service**. This quality award examines and certifies that the work we are delivering is following good practice.

Location

The office is based at the Jubilee Centre in Moorside, Bury. The Centre is situated in a park and overlooks the beautiful Clarence Park Lido. The Jubilee Centre is an activity for people over 50+ and has a popular café for all visitors.

