

Job Description & Person Specification: Central Services Manager

Background

Since 1985 Age UK Enfield (formerly Age Concern) has been making life better for those affected by health issues and inequalities associated with older age. Our skilled and compassionate people work closely with services users and their families to provide a range of accessible services. We combine proven expertise in care and prevention services with innovative approaches and actively involve those we help in improving the design of the services we provide.

Context

Reporting to the CEO, the Central Services Manager is responsible for providing comprehensive generalist administrative support across the Age UK Enfield (AUKE) organisation. This includes the Senior Management Team (SMT), the wider management group and Trustees.

This is a new role for the organisation and the post holder will need to assume responsibility for the development and delivery of effective central administration systems and processes. This will include servicing the trustee board and its sub-committees, record keeping, enabling monitoring and reporting processes.

There will be an expectation to liaise and work within the national Age UK network, utilising best administration practices. This includes joint working with other brand partner organisations, as well as AGE UK London and Age UK centrally.

1. Responsibilities & Accountabilities (CEO & Board)

- Prepare and distribute papers for SMT meetings, IRG, Board meetings and Sub-Committees; take meeting minutes and ensure all correspondence is appropriately securely stored and distributed appropriately.
- Schedule arrangements and prepare resources (including appropriate technology) for meetings.
- Lead/support projects assigned by the CEO.
- Providing information and support on governance issues to the board and CEO
- Undertaking company and charity law administrative tasks on behalf of the company secretary, such as maintaining statutory registers and submitting trustee details to Companies House and Charity Commission.

2. Responsibilities & Accountabilities (Central Services & training)

- Ensure the effective running of the central office and function, responsible for the office telephone system, equipment (e.g., photocopiers, printers), incoming/outgoing post and office supplies.
- Manage the organisation's mobile phones, office equipment and computers identifying and working with suppliers to ensure high levels of service and value for money. This includes managing an office asset register.
- Work with the Finance Director to ensure the organisation's insurance policies are adequate and up to date.
- Set up a centralised filing structure and methodology covering all services for storing both 'hard' and 'soft' copies to enable ease of access. This includes;

- Ensuring all staff, volunteers and trustees have the appropriate security profiles to access information. This involves working with the IT support consultancy to set up security profiles for staff, volunteers and trustees.
- Carry out bi- annual audits to ensure adherence to filing methodology implemented.
- Liaise with Age UK National, the CEO and IT support consultancy to ensure AUKE has implemented all relevant cyber security practices which reflect the appropriate best practices.
- Develop and maintain an annual training analysis across the organisation relating to facilities equipment, administration processes and supporting software, for example SharePoint. Work with the SMT to ensure all staff complete the required and mandatory training within agreed timescales and budget. Provide input to training records managed by the HR Business Manager.
- Work with the CEO and SMT to promote and manage trainee/apprenticeship schemes across the organisation.
- Establish a centralised 'knowledge hub' to enable the easy access to marketing and fund-raising collateral. This includes developing centralised databases of suppliers, funders register and voluntary sector organisations information.
- In conjunction with senior managers and advisors maintain records and systems for health and safety management
- To carry out the role of 'Super User' in respect of SharePoint, and Microsoft 365 applications, advising and training staff /volunteers as necessary.

3. General

- Develop and maintain effective working relationships with all AUKE key stakeholders and suppliers.
- Represent and promote AUKE's core values core values.
- Undertake other duties as may reasonably be assigned by the CEO, appropriate to the seniority of the role.

Person Specification

Qualifications (Indicative)

- HND level or equivalent in business/charity administration

Experience

- PA experience to a busy senior executive
- Experience of office management and administration
- Experience of planning and coordinating staff training
- Experience of planning and organising events
- Experience of setting up centralised repository systems and associated processes

Abilities and Attributes

- Highly professional and confidential approach
- Ability to be proactive and take the initiative.
- Highly organised with the ability to organise others.
- Excellent customer relationship management with an open and friendly manner
- Flexible
- Enthusiastic and a 'can do' attitude.

Skills

- Excellent written skills and attention to detail
- Efficient, highly organised and able to prioritise effectively in a busy environment.
- Excellent communication and customer service skills
- Excellent IT skills. Including 'Office' applications and Share Point file management