

Office Manager

JOB DESCRIPTION

Job Title: Office Manager (Head Office)
Hours: 18 hours per week (Mon-Thurs, 9.30-2.30, incl. 30 minute lunch break)
Contract: Permanent - subject to our standard six-month probationary period
Location: Wandsworth (this is not a remote role)
Salary: £25,207 per annum pro-rata
Reports to: Executive Assistant to the CEO

Purpose of Role:

Age UK Wandsworth is a local, independent charity that works to promote the wellbeing of all older people in the London Borough of Wandsworth. We offer a variety of services with the goal of helping older to age well in Wandsworth.

We are now seeking an Office Manager for our Head Office to help our small team become even more efficient in serving older residents in the borough. This is a brand new role and the right candidate will develop the role over time and become the lynchpin at our office site.

Main Duties and Responsibilities:

1. Support the Executive Team and Senior Team in the day-to-day operations of the charity. This will include, but will not be limited to:
 - internal and external communications
 - promoting a positive environment and ensuring the health and safety of all and acting in accordance with key policies and procedures, such as Safeguarding, Health and Safety, Fire Safety, etc
 - supporting with charity activities and events, such as fundraisers, client events, AGM, etc
 - supporting the charity with any external audits and inspections, as required
2. Manage HR processes for staff at our Head Office, such as:
 - personnel files
 - DBS checks
 - sickness absence records
 - support with the recruitment of new staff
 - support with management of any other staff information or procedures
3. Work closely with the Finance Team and manage financial administration in our Head Office, including but not limited to:
 - procurement of new suppliers
 - purchasing and stock taking
 - purchase orders and invoicing
 - cash management and banking
 - managing donations and reporting from our online fundraising platform

- supporting the Finance team in preparation for annual audits
- 4. Support the Executive Assistant to the CEO in her role, including but not limited to:
 - updating the charity's policies
 - communications with various stakeholders
 - any other administrative tasks that may be relevant to the role, as required by the Executive Assistant or by the CEO
- 5. Cover other key personnel when they are on leave, including but not limited to the Day Centre Office Manager or the Executive Assistant to the CEO.

General duties:

- 6. Thoughtfully review and monitor service delivery within own remit with the aim of improving the quality, flexibility, responsiveness and effectiveness for clients and for staff.
- 7. Take responsibility for developing own knowledge in all areas within the office and the wider organisation and participate in any training opportunities available.
- 8. Work within all of Age UK Wandsworth's policies and procedures, ensuring these are carried out in relation to the role.
- 9. Liaise with and work closely with other teams and members in our Head Office and at the Day Centre, in particular, the Day Centre Office Manager to ensure streamlined processes exist across the organisation.
- 10. Attend staff meetings and actively participate and constructively respond to regular supervision, feedback and training.

This job description will be reviewed on a regular basis and may be subject to change, particularly as the needs of the service and clients change.

All staff at Age UK Wandsworth are required to undergo DBS checks and to regularly participate in safeguarding training.

There will be occasional travel around Wandsworth, e.g. between sites, attending meetings, etc, so the postholder will need to be able to navigate public transport independently.

PERSON SPECIFICATION

- Excellent IT skills, oral and written communication skills, and attention to detail are essential for this role. A good communicator and proactive with feedback.
- A friendly, open personality with the capacity to be flexible, manage change, and proactively use initiative when faced with challenges encountered in an often busy environment. You will need to maintain a calm demeanour when interacting with a variety of stakeholders and have a good sense of humour when working with our clients due to their specific needs.
- Ability to independently organise, prioritise and plan a diverse workload to meet deadlines.
- Experience of working with confidential data and a commitment to the principles of GDPR is essential.
- Microsoft Excel to an Intermediate level, experience of using 365 and other Microsoft Office packages and confidence and ability to learn how to use new packages
- Comfortable with use of databases. We will teach you how to use our various databases.
- Knowledge of HR / Finance Systems and processes would be helpful, but full training will be provided and additional development opportunities will be available.
- Experience of supporting and working with older people, adults with disabilities and adults with dementia is desirable.