

Job Title	Office & Facilities Manager
Reports to	HR Manager
Salary	£36,000 - £38,000 (DOE)
Hours	35
Location	Malvern Office (With Travel)
Probationary period	3 Months

Purpose

To lead the effective day-to-day management of Age UK Wyvern's office and workplace operations across its sites, ensuring safe, compliant, efficient, and welcoming working environments for staff, volunteers, visitors, and stakeholders.

The postholder will have responsibility for office and facilities management, organisational health and safety, governance and Trustee administration, and wider business support functions. The role will also line manage two part-time administrators, providing day-to-day direction, support, and oversight to ensure high-quality administrative support is delivered across the organisation.

Working closely with the HR Manager, managers, colleagues, Trustees, suppliers, and external partners, the postholder will play a key role in supporting organisational effectiveness, governance, compliance, and the smooth running of office-based support across the charity.

Key Responsibilities

Office and Facilities Management

- Lead the day-to-day management of Age UK Wyvern's office and workplace operations across all sites, ensuring office environments are safe, well maintained, efficient, accessible, and welcoming.
- Oversee the organisation's office phone system and office-based IT equipment, acting as the main point of contact for day-to-day administration, maintenance, asset management, and liaison with the IT department to ensure effective service delivery and timely resolution of issues.
- Oversee office services, facilities, and workplace systems, including premises-related administration, room bookings, visitor arrangements, office equipment, office supplies, and general workplace logistics.
- Manage office and facilities budgets, consumables, stationery, and workplace resources, ensuring appropriate stock control, value for money and effective use of resources.
- Oversee planned and reactive maintenance, repairs, and facilities issues across all sites, ensuring matters are identified, prioritised and resolved in a timely way.
- Manage relationships with landlords, contractors, suppliers and service providers, monitoring standards and escalating issues where required.
- Carry out regular office and site inspections to identify maintenance requirements, compliance issues, health and safety risks and opportunities for workplace improvement.
- Develop, review, and improve office and facilities procedures to support effective, consistent, and high-quality workplace operations across the organisation.

Age UK Worcester, Malvern Hills & Hereford Localities

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Health and Safety Management

- Lead the coordination, implementation and continuous improvement of health and safety arrangements across Age UK Wyvern, helping to ensure compliance with legal, regulatory, and organisational requirements.
- Act as the organisation's lead contact for office and retail health and safety matters, providing guidance to managers and colleagues, escalating risks where appropriate and promoting a positive health and safety culture.
- Take ownership of H&S Management System (Brightsafe), ensuring it is effectively maintained and used to support health and safety management, compliance monitoring, risk assessment processes, action tracking, and record keeping across the organisation.
- Oversee health and safety records, risk assessments, incident reporting, compliance checks, statutory inspections, and associated documentation, ensuring accurate and up-to-date records are maintained.
- Coordinate workplace health and safety inspections, audits, fire safety arrangements, first aid provision, emergency procedures, and related compliance activity across all office locations.
- Support managers in identifying, assessing, and managing workplace risks, and monitor the completion of actions arising from inspections, incidents, audits, or compliance reviews.
- Ensure health and safety policies, procedures and guidance are kept up to date and support the communication and implementation of these across the organisation.
- Promote safe working practices, wellbeing, and shared responsibility for health and safety across Age UK Wyvern.

Governance and Trustee Support

- Lead the coordination of governance administration for the charity, supporting the effective operation of the Board of Trustees and relevant committees.
- Plan and coordinate Trustee and governance meetings, including scheduling meetings, preparing timetables, collating, and issuing agendas, papers and supporting documentation.
- Support Board and committee meetings, including attendance where required, taking minutes, maintaining action logs, and ensuring follow-up actions are recorded and progressed.
- Maintain accurate governance records, meeting documentation, and document management systems, ensuring information is stored securely and is accessible to authorised colleagues and Trustees as appropriate.
- Support the review and administration of governance-related policies, procedures, compliance documents, and organisational records.
- Work with senior leaders and Trustees to ensure governance processes are well organised, timely and compliant with organisational and regulatory requirements.
- Handle confidential governance, organisational and personnel information with professionalism, discretion and in line with data protection requirements.

Business Support and Organisational Administration

- Provide high-quality operational and administrative support to the wider organisation, helping to ensure effective office systems, business processes, and cross-team coordination.

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- Oversee administrative systems, record keeping, document control and office procedures, ensuring information is maintained accurately, securely and in line with organisational requirements.
- Support the planning and delivery of organisational meetings, staff events, training sessions and other internal activities, including venue arrangements, meeting logistics, hospitality, and documentation as required.
- Work collaboratively with colleagues across services, retail, and central support functions to ensure office-based systems and administrative support are responsive to organisational needs.
- Identify opportunities to improve processes, systems, and ways of working, contributing to the continuous improvement of office, governance, and business support arrangements.

Line Management and Team Support

- Line manage two part-time administrators, providing day-to-day supervision, guidance, and support to ensure the effective delivery of administrative support across the organisation.
- Allocate, monitor, and review workloads across the administrative team, ensuring work is prioritised appropriately and support is provided across office, services, retail, governance, and wider business support activity as required.
- Provide induction, training, coaching and ongoing support to administrative staff, helping to develop knowledge, skills, and confidence in role.
- Support recruitment, probation, supervision, appraisal, and performance management processes for administrative staff in line with organisational policies and procedures.
- Foster a positive, supportive, and collaborative team culture, promoting high standards of customer service, accuracy, accountability, and continuous improvement.

Working Relationships

The postholder will work closely with the HR Manager, colleagues across services, retail, and central support functions, and will have regular contact with Trustees, staff, volunteers, service users, members of the public, partner organisations, contractors, landlords, suppliers, and external providers as appropriate.

General Responsibilities

The postholder is required to:

- Work in a way that reflects the values, aims and ethos of Age UK Wyvern.
- Demonstrate a commitment to supporting older people and promoting their wellbeing, independence, and dignity.
- Contribute to a positive, inclusive, and collaborative working environment for staff and volunteers.
- Comply with all Age UK Wyvern policies and procedures, including those relating to safeguarding, confidentiality, equality, diversity and inclusion, health, and safety, and GDPR.
- Take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions at work.
- Participate in supervision, appraisal, training, and team meetings as required.
- Undertake any other duties reasonably consistent with the nature and level of the post.

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Person Specification
Key requirements
Essential - Significant experience in office management, facilities management, workplace operations, or business support management. - Experience of managing or coordinating office services across more than one site or area of responsibility. - Strong knowledge of health and safety legislation, workplace compliance requirements, and safe working practices. - Experience of leading or coordinating health and safety activity, including risk management, compliance monitoring, inspections, incident reporting and maintaining accurate records. - Experience of managing contractors, suppliers, and service delivery arrangements. - Strong administrative, governance and operational support experience, including maintaining systems, records, and documentation. - Experience of coordinating meetings, governance activity, workplace projects, or organisational events. - Experience of line managing or supervising staff, including allocating work, providing support, and maintaining standards. - Excellent organisational, planning, and problem-solving skills, with the ability to manage competing priorities and respond to operational issues effectively. - Proficiency in Microsoft Office applications and confidence using workplace systems and digital platforms. - Excellent communication, relationship-building, and stakeholder management skills. - Ability to work independently, use sound judgement and maintain confidentiality when handling sensitive information.
Desirable - IOSH Managing Safely, NEBOSH, or another relevant health and safety qualification. - First Aid at Work and/or Fire Marshal training. - Experience of supporting governance processes, including Trustee or committee meetings, agendas, papers, and minutes. - Experience of managing workplace improvement, refurbishment, relocation, or office change projects. - Knowledge of charity governance, compliance or health and safety management systems such as BrightSafe. - Experience of working in the charity, voluntary, health, social care, or community sector.
Personal Attributes
Professional, reliable, and highly organised.

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- Strong sense of ownership, accountability, and responsibility.
- Positive, solution-focused, and able to use initiative to resolve problems effectively.
- Confident and approachable, with strong interpersonal skills and the ability to build effective working relationships with colleagues, Trustees, contractors, suppliers, and stakeholders.
- Calm and decisive when responding to incidents, emergencies, or operational challenges.
- Committed to delivering high standards of service, continuous improvement, and a positive working environment.
- Flexible and adaptable, with the ability to respond to changing organisational priorities.
- Committed to the values and aims of Age UK Wyvern and to improving the lives of older people.

Qualifications & Other Requirements

- Full UK driving licence and access to a car for work purposes.
- Ability to travel between Age UK Wyvern sites and to other locations as required.

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