

Office Manager

Job description and Person Specification

Hours: 28-37 hours per week

Salary: £27,905 to £28,345

Terms: Permanent

Benefits: up to 5% matched contribution pension, 31 days' holiday plus bank holidays pro rata

Location: Citizens Advice, 95 St Aldates

Reporting to: Director

Role purpose

Reporting to the Director, this post is part of the senior management team, contributing to and refining the organisations strategic business plan.

Working closely with staff and volunteers across the organisation to effectively resource our work, leading on administration, facilities, health and safety and providing support to trustees and Director on governance, HR and communications.

This is a senior role managing a variety of tasks including line management of support function volunteers and contractors.

Key Responsibilities

Organisational administration

- Take a proactive approach to developing and implementing processes and systems to increase the efficiency of the areas and roles that the Office Manager supports.
- Ensuring that documentation (records, policies and procedures, online handbook, filing systems and contacts database) is GDPR-compliant and kept up to date, with an aim to work towards a paperless office environment.

ICT

Working with external ICT providers to ensure that our ICT needs are met at the organisational and individual level, for all staff, volunteers and trustees. This includes:

- Managing the replacement and procurement of ICT equipment.
- Dealing with any first-line IT and VOIP phone issues and referring to external support for resolution where necessary.
- Setting up new user accounts with appropriate permissions and closing them down when someone leaves the organisation.
- Working with volunteer leads to ensure that Citizens Advice bespoke platforms (the website, intranet (Noodle) and scheduling tool (Three Rings) are up to date and functioning correctly.

Personnel

- Managing the recruitment process for new paid staff, from job advertisement to appointment and onboarding, including attending interviews. and ensuring legal compliance.
- Ensure that the organisations HR Information system is accurately maintained
- Managing the volunteer admin team to assist support and administration across the organisation.
- Overseeing the recruitment onboarding and induction process for volunteers and interns.

Finance support

- Coordinate charity payments for clients between the advice team and the finance team.
- Forward invoices and expenses claims to external bookkeeper and respond to queries from the bookkeeper and from external suppliers on invoices and payments.

Communications

- Work with the team to improve and systemise internal communications and ensure information is up to date, relevant and effective.
- Champion the brand across the organisation.
- Work with communications volunteer and others to produce leaflets and notices as required.

Building, facilities

- Lead on buildings management and maintenance, ensuring compliance with all legal requirements and Citizens Advice Oxford policies and procedures. External training and specialist advice will be provided where required.
- Implement systems to ensure all building works, equipment maintenance and routine checks are carried out and appropriate records are maintained.
- Select and manage a range of suppliers and contractors, and review contracts upon renewal.
- Respond in a timely way to day-to-day building and facilities requests, and manage buildings or facilities projects that may arise
- Maintain stocks of stationery and consumables

Health and safety

- Be the health and Safety Lead in the organisation ensuring compliance to relevant legalisation
- ensure policies, procedures, risk assessments and checks are in place regularly reviewed and records kept.
- act as a first aider and fire marshal for the building;
- Provide a Health and Safety update at each Board meeting.

Support to Director

- Provide secretarial and administrative support to the Director.
- Carry out research, information-gathering and analysis and write reports to inform decision-making.
- Format and proofread documents and presentations to ensure high quality and branded outputs.

Governance/trustee support

- First point of contact for Board queries and provision of admin support (managing all Board-related documentation).
- Managing arrangements for the Annual General Meeting.
- Ensuring compliance with Charity Commission regulations, including declarations of interest, updating trustee details, submitting accounts, etc.
- Maintaining up-to-date trustee information for the Charity Commission, Companies House and the Financial Conduct Authority.

Other Duties and Responsibilities

- Work with the Citizens Advice Well-being working group to manage and deliver organisation-wide events (annual away day, social, celebrations, volunteers week and promotional events).
- Carry out any other relevant tasks as required that contribute to the effective development and delivery of the service.

Person specification

Essential

1. Educated to A level or equivalent Level 3 qualification.
2. Significant experience of working in administration, including maintaining a range of records accurately and efficiently.
3. Experience of proposing and implementing changes to processes to systemise routine tasks.
4. Good communication and interpersonal skills, including accurate written and spoken English, and the ability to communicate in a confident and professional manner with a wide range of customers and stakeholders at all levels internally and externally.
5. Experience of providing support at a senior level, including diary management and the arrangement of meetings and events.
6. Able to assimilate large quantities of information quickly and produce accurate, timely minutes, briefings or reports.

7. High attention to detail and the ability to deal with sensitive information with discretion and to maintain confidentiality at all times.
8. Experience of managing volunteers or supervising a team.
9. Excellent team-working skills with the ability to work collaboratively and co-operatively with colleagues.
10. Ability to work unsupervised to manage, problem-solve and prioritise a varied and busy workload and work to deadlines.
11. Ability to use the internet and Microsoft Office – in particular Excel, Word, PowerPoint and Outlook - to a high standard.
12. Experience of buildings management and health and safety in the workplace.
13. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
14. Knowledge of small-office IT systems.

Desirable

15. Degree or similar qualification.
16. Experience of line management of paid staff.
17. Experience of managing projects and applying project management methodology.

Please return the completed application form (available from www.citizensadviceoxford.org.uk/vacancies) to [**hr@cab-oxford.org.uk**](mailto:hr@cab-oxford.org.uk)

By 6th January 2021

Interviews will be held on **12th January 2021**