

OFFICE MANAGER



JOB DESCRIPTION

Responsible to: Chief Executive

Hours: Full-time, some out of hours working, with time off in lieu

Salary scale: NJC Points 23-26, £27,741 - £30,451 + pension contribution

Line management

responsibility for: Designated administrative staff

Job purpose

Responsible for managing and organising resources to ensure the smooth running of Citizens Advice Leeds. Working closely with the other managers, the Office Manager will play a leading role in managing administrative and health and safety functions, and supporting good governance and people management.

Responsibilities

Office and administrative

1. Contribute to an efficient working environment, working across departments to maintain office systems and resources.
2. Support the IT Manager in dealing with premises matters and ensuring staff have the equipment they need, including liaising with providers, ordering equipment etc.
3. Provide administrative support to the People Manager including the management of personnel records, recruitment and onboarding of new starters, etc.
4. Support the Data Protection Officer in ensuring compliance with Data Protection and GDPR requirements.
5. Ensure high professional meet and greet standards for visitors and callers; assist in managing the post and generic email inboxes.
6. Ensure our office space is kept organised and tidy and that clear desk procedures are followed.
7. Develop and oversee the implementation of procedures for administrative functions including filing systems, document templates, etc.
8. Coordinate stationery ordering and printing.

Governance

9. Support the Chief Executive in ensuring good standards of governance are met, including organising Board meetings and the AGM, preparation of papers, minuting meetings and organising trustee recruitment and training.
10. Maintain up to date Charity Commission, Companies House and other records as required.
11. Produce regular compliance reports for the Trustee Board.
12. Assist in updating the Office Manual.
13. Assist with the production of internal and external reports, ensuring timely submission.

Health & Safety

14. Ensure the organisation is compliant with health and safety regulations:
 - a. Keep policies and procedures up to date.
 - b. Manage hazard and incident reports, ensuring records are kept appropriately and follow up actions taken where needed.
 - c. Ensure adequate numbers of 1st Aiders, Fire Marshals, etc. are in place and organise training as required.
 - d. Organise and minute meetings of the Health and Safety Committee.
 - e. Arrange fire extinguisher checks, PAT testing and other checks according to agreed schedules.

General management responsibilities

15. Line manage designated staff in accordance with organisation procedures.
16. Assist in ensuring that office security is maintained at all designated sites.
17. Attend Trustee Board, Management Team and other meetings as required.
18. Adhere to all organisation policies including the Health & Safety, Information Assurance, Confidentiality and Equality & Diversity Policies.
19. Identify own training and development needs and agree with the Chief Executive on appropriate training and development activities to be undertaken.
20. Promote the aims, policies and membership standards of the Citizens Advice service.
21. In conjunction with other managers ensure effective communication and information sharing is achieved across the organisation.

22. Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Citizens Advice Leeds.

23. To ensure the smooth running of the organisation, undertake any other reasonable duties as may be required from time to time.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	
1.	Excellent organisation skills.
2.	Previous experience as an Office Manager or similar role.
3.	Excellent IT skills; confident in producing documents, using spreadsheets, databases, email and electronic calendars. (CAL uses Google but experience in other systems is fine.)
4.	Good knowledge of health and safety at work requirements.
5.	Experience of supporting trustee boards and good minute taking skills.
6.	Experience in organising recruitment, induction and other HR administration.
7.	Excellent people skills, able to build relationships across teams and with external stakeholders.
8.	Understanding of information assurance and data protection standards.
9.	Good attention to detail and ability to differentiate between important and unimportant information.
10.	Self-motivated and willing to take the initiative to achieve objectives.
11.	Able to attend evening Board meetings held monthly.
12.	Satisfactory outcome of a criminal records check.
DESIRABLE	
13.	IOSH Managing Safely accreditation or similar.
14.	Up to date GDPR training.
15.	Experience of managing staff or volunteers.
16.	Experience in using an online HR system.