

Job Description & Person Specification

Job Title Office Manager	Date completed	04/05/21
	Author	MD
Responsible to Chief Executive Officer (CEO)	Responsible for N/A	
Salary FTE - £25,000 (plus 3% employer pension contribution subject to minimum employee contribution) Actual £16, 892	Hours 25 hours per week, to be worked across the week.	
Contract type Permanent (subject to continuation funding).	Location Walsall	
This job description is a guide to the work the post holder will initially be required to undertake. It may be reviewed from time to time to meet the changing needs of the organisation.		

Purpose of the role

One Walsall provides infrastructure and support for the borough's voluntary and community sector organisations. We are an independent charity providing support to help local voluntary and community organisations develop and sustain their activities and engage residents in voluntary action. We are a small, energetic team committed to our aim of supporting a strong voluntary and community sector and inspiring local social action.

The Office Manager supports the organisation's effective operation through provision of day-to-day administrative tasks by maintaining office and administrative systems and undertaking basic finance and HR functions. The role provides administrative support to the CEO and Senior Management Team and secretarial support for Board of Trustees and subcommittee meetings.

The ideal candidate will have:

- Experience of delivering and developing effective and timely administrative functions, using online systems and processes.
- Excellent organisational skills and ability to manage a varied workload.
- Excellent record keeping skills and experience of producing accurate minutes from meetings.

For an informal discussion about the role please contact Manjit Dehal, CEO at manjtd@onewalsall.org

Specific duties

- Maintain robust office administrative systems including filing & electronic records and support to the Management Team in order that our work is compliant with GDPR and One Walsall's policies and procedures.

- Maintain and review an up-to-date contractors and suppliers database – seeking quotes for renewals in a timely manner and ensuring all activity is updated to the relevant files.
- Maintain petty cash processes and stationery orders.
- Support the CEO with the coordination of Board of Trustees’ meetings, ensuring meetings are diarised, papers are distributed in a timely manner and in an appropriate format, and accurate minutes are taken and distributed.
- Typing letters, memos, reports and booking meetings as required by the CEO.
- Ensuring the office facilities meet the needs of the organisation day-to-day liaising with landlords or premise managers external technical support as and when required.
- Support the Management Team to develop and maintain the charity’s HR and other policies, procedures, and processes, carry out regular review in light of business needs and external requirements, and lead the updating or development of new policies or processes, for approval by the CEO.
- Ensure all staff have access to and understand all company policies and procedures and processes, providing advice, guidance and training as required to ensure they are being implemented effectively.
- Manage the organisations online HR system, providing information and reports to the Management Team as requested. Maintain HR personnel records and supporting arrangements for staff annual leave, recording of absences, training, and travel.
- Manage regular reporting to the HR Sub-Committee of the Board, providing reports and securing the input of other team members, and ensure any requests or actions that arise are responded to in a timely manner.
- Communicate regularly with the Finance Officer to provide information to ensure payroll is completed accurately and invoices processed.
- Support recruitment, selection, and induction processes, providing administrative support, and guidance and advice to all staff involved to ensure all policies and procedures are adhered to.
- Manage health and safety as well as fire regulations within the office, liaising with other OW Fire Marshalls as appropriate.
- Manage the complaints procedure by ensuring all complaints and the resulting actions are logged and reviewed in a timely manner.

General duties

- Contribute to the wider development of the organisation, contribute to management and staff meetings and work harmoniously with colleagues and external partners, supporting others in their work.
- Understand and promote the priorities, activities, and best interests of the organisation, and of the voluntary and community sector in Walsall.
- Achieve agreed performance targets and participate in regular supervision and personal reviews.
- Engage in training, identify personal and professional development needs, and continuously seek to refresh knowledge in relation to the job.
- Cooperate in the formulation and development of systems for monitoring and evaluating the work of the organisation.
- Provide information for and contribute to the administration of communications media as appropriate.
- Treat with confidentiality any information about any organisation, its staff, trustees or clients that is sensitive, personal or private.

- Cover the work of colleagues during holidays or absences.
- Be aware of and adhere at all times to the organisation's policies and procedures, including the organisation's equal opportunities policies and with due regard for health and safety.
- Travel to all parts of the borough and the wider Black Country as appropriate to deliver the role.
- Work flexibly and be available for occasional out-of-hours working as appropriate.

Job requirements	Essential Criteria	How identified
Experience	<ul style="list-style-type: none"> • Educated to at least GCSE level grade C in English, Maths and Science or equivalent alternative. • Significant relevant experience and or qualification in a Business Administration role • Experience of overseeing office and administrative management and systems. • Experience of minute taking. 	<p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Skills/ Knowledge	<ul style="list-style-type: none"> • Office Management Experience • Ability to work with a wide range of individuals, groups, and external agencies in a range of settings. • Ability to communication clearly at all levels, orally, face to face, by telephone and in writing. • Excellent numeracy and literacy skills. • Ability to work to deadlines, manage and prioritise work effectively and meet the needs of a varied workload. • Knowledge of basic HR requirements such as maintaining personnel records. • Good computer literacy and ability to become quickly acquainted with new systems. 	<p>A/I</p> <p>A/I</p> <p>A/I/Test/Task</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Personal Qualities	<ul style="list-style-type: none"> • Excellent organisation with ability to meet competing deadlines and multiple tasks. • Able to work without close supervision or as part of a team. • Ability to work under pressure, to meet deadlines and produce high-quality results. • Excellent communication, orally, face to face, and in writing, including the ability to ability to negotiate and influence through communications. 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Other requirements	<ul style="list-style-type: none"> • Our work with voluntary and community organisations requires a degree of flexibility and the post holder will occasionally be expected to work out of normal office hours including evenings and weekends. 	<p>A/I</p>

How to apply

Application Forms may be found on our website www.onewalsall.org, requested by email (recruitment@onewalsall.org) or by phone on 01922 619 840.

Closing date for applications:

Interviews: