**AdvoCard**

**Job Description**

**Office Manager**

**Role Description**

Reporting to the Managing Director, this post forms part of the senior management team in this successful Edinburgh based charity providing advocacy services for those in need. The post will line manage a Receptionist, support the Board in executing its functions, and also oversee a range of contracts in place to support corporate functions such as finance, human resources, and facilities management.

**Key result areas**

*Board Governance*

* Attend meetings of the Board, assisting in the preparations of papers, and taking a record of meetings and maintaining an action log
* Maintain a register of interests for Trustees and senior staff, maintain training logs, associated memberships and support trustee recruitment
* Coordinate a risk register on behalf of the organisations, ensuring staff are supported to manage risk
* Lead on the arrangements for the annual general meeting, and the production of an annual report

*Finance*

* Undertake monthly bank reconciliation, and ensure timely payment of invoices, and acting as signatory for online banking
* Review the suitability of electronic book keeping systems, and oversee their implementation
* Liaise directly with the organisation’s signatories, and ensure compliance with delegated authorities in place
* Handling grants and maintaining records for awards from funding agencies, ensuring grant compliance and reporting
* Assist in the preparation of annual budgets, and financial reports, in partnership with contractors
* Liaise with the auditors on preparation of the annual accounts
* Provide regular financial reports to the Managing Director and Board of Trustees
* Issue petty cash, and authorise bank payments

*Human resources*

* Update personnel records for all staff, ensuring confidentiality
* Support recruitment and selection processes, advertising posts, collating applications, supporting recruitment process, e g checking references
* Support managers with the induction of new staff, maintaining a staff handbook, in consultation with HR specialists, and issuing contracts
* Support the recruitment and management of volunteers
* Provide relevant information to payroll provider to ensure payment of staff salaries, and authorise pension payments
* Ensue PVG checks are carried out for all members of staff, volunteers and contractors as appropriate

*Facilities Management*

* Maintain office equipment and contracts, and renew insurances
* Manage repairs for the building, liaising with the landlord, and insurers as appropriate
* Order and control supplies of stationery, and office equipment within budgets allocated
* Ensure compliance with health and safety, and safe working practices, including personal alarm system

*Reception and Administration*

* Provide administrative support to the Managing Director
* Organise, attend and note take of management team meetings, maintaining and action log
* Line manage the work of the receptionist, managing performance proactively and positively
* Oversee the availability of receptionist cover, welcoming clients in a safe and appropriate way
* Oversee the securing of temporary cover for staff

*Policies and Procedures*

* Maintain a list of organisational policies and procedures, ensuring that they are up to date, and systematically reviewed in consultation with the Board and Managing Director
* Maintain lists of staff training and ensure that all staff are familiar with basic policies and procedures required by law

*Communication and Information Management*

* Provide admin support to the fundraising activities in the organisation
* Update Facebook, Twitter and other social media activity
* Oversee the maintenance of the website
* Maintain records in the organisation and ensure compliance with data protection arrangements in place
* Develop materials from time to time, posters, newsletters, and other communications.

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Education** | Educated to National 5 or equivalent | Qualification in business administration  Formal training in Finance |
| **Experience** | Working as part of a small team  Experience in operating finance systems, digital or paper based  Experience of managing a business administration or related function | Lived experience of some aspect of the services provided  Evidenced training in administrative and financial systems  Knowledge of the charitable sector  Staff management  Experience of supporting HR processes |
| **Skills** | Clear spoken and written communication skills  Organisational skills, including time management  Competent in MS Word, Excel, Internet searching  Strong numeracy and preparing detailed reports | Experience of Google Drive  Experience in website management |
| **Abilities** | Ability to work to competing deadlines, and stay focused when under pressure  Developing strong relationships with others, suppliers, clients, or colleagues  Ability to manage challenging behaviour in members of the public, calming down difficult situations, and resolving issues quickly. | To direct the work of others who are more senior |
| **Personal Qualities** | Enthusiastic  Flexible approach  Non-judgemental attitude  Sensitivity to others |  |