

**Office Manager June 2021**

**Job Description**

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| **Job Title** | Office Manager |
| **Salary** | £21,840 - £25,840 pro rata (dependent on experience) |
| **Hours**  | 25 hours a week office based, Monday - Friday  |
| **Responsible to**:  | Nicola Welsh, Chief Executive Officer / Angie Alexander, Chief Operating Officer |
| **Key working Relationships:**  | Staff / Families / Volunteers / External Agencies / Suppliers |
| **Experience:** | **Essential:** Experience within an Office Management role Excellent computer literacy Excellent communication skills both written and verbalStrong numerical skillsEffective time management and planning skillsThe ability to work as an individual and a teamAbiility to cope with competing priorities Ability to work on own initiative and comfortable with occasional lone workingCompetent in holding difficult conversations with vulnerable people **Preferable:**Experience in the third sectorUnderstanding of bereavement care |
| **Regular place of work:** | Held In Our Hearts’ Craiglockhart Office, Craiglockhart Tennis Centre, 177 Colinton Road, Edinburgh, EH14 1BZSome travel will be required for meetings and events on an ad hoc basis. |

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| **Job Summary** | This role is integral to the charity, ensuring that the office runs smoothly day to day and that the senior management team are supported in all aspects of running the charity.  |
| **Key responsibilities** | * Act as first point of contact for communications by phone, email and in person
* PA support to CEO and COO
* Responsible for administration and office management
* Responsible for day to day financial management of invoices, staff expenses and payroll
* Responsible for handling basic HR including recruitment and managing staff leave
* Administrative support to the wider team, especially for fundraising events
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| **General Responsibilities** | * Check all invoices prior to payment and pass details to bookkeeper, keeping appropriate records.
* Regular liaison with the charity’s bookkeeper regarding tax codes, expenses and any other required record-keeping, including Gift Aid claims.
* Order and organise hospital bag supplies and delivering these as required.
* Support for fundraising and awareness events
* Ensure that the office(s) and kitchen are well-maintained and fully supplied, making purchases as necessary
* Minute taking
* Organising internal training for the team and external training for healthcare professionals and corporates
* Negotiate deals on supplier contracts
* Process, record and bank all cash transactions
* Ad hoc tasks as required by the team
* Maintain confidentiality of personal information relating to staff and supporters
* Flexibility to work occasionally at weekends and evening, for which time off in lieu will be given
* Provide cover for colleagues as needed.
* The post-holder will have access to confidential data within Held In Our Hearts. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
* Held In Our Hearts is committed to Equal Opportunities for all present and potential members of staff. Therefore we expect all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
* The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Held In Our Hearts, reporting any potential risks to life or property immediately in accordance with the charity’s Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.
* To undertake any other duties which reasonably fall within the scope of the role.
* *This is an outline Job Description and may be subject to change, according to the needs of the service, in consultation with the post holder*.
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| **GDPR information** | * If you apply for this role, we would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles.
* Here’s a link to our privacy policy - <https://heldinourhearts.org.uk/privacy-policy/> In this policy, you will find information about our compliance with GDPR. You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data.
* You have the right to lodge a complaint about the way we handle your data and you can contact us on info@heldinourhearts.org.uk or on 0131 622 6263 for more information or concerns. Alternatively, you can make contact with the Information Commissioner’s Office (ICO), which is the independent regulatory authority who exist to uphold information rights in the UK. For more information, visit their website or call their helpline on 0303 123 1113.
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| **Application details** | Please email your CV and covering letter by **5pm on Tuesday 20th July to** info@heldinourhearts.org.uk |