



**People Know How**  
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[www.peopleknowhow.org](http://www.peopleknowhow.org)

## Office Manager

- Salary:** Grade E  
£31,500 to £35,432  
Hours – 37.5  
Pension – 5% employee, 3% employer contributions  
Life Assurance – 4 times salary
- Duration:** Permanent
- Holidays:** 28 days annual leave plus public holidays
- Location:** Based in Edinburgh with flexible and hybrid working by arrangement
- Start Date:** January 2022

## The organisation

People Know How is a Scottish social innovation charity based in Edinburgh and East Lothian. We work with people and communities to develop innovative strategies and services to address social issues both locally and nationally.

Our aim is to support and empower both individuals and organisations to mobilise their assets and realise their true potential. People often don't realise that they know how, and that's where we come in – unlocking ideas for a better future, today. We call this social innovation.

We do this locally by developing and delivering new and innovative projects in collaboration with people and partners. We do this nationally by initiating action-research projects in partnership with academia and stakeholders from all sectors including other charities, community groups, business and the public sector, derived from our local project work. From these activities, we run nationwide campaigns that influence government policy, enhancing community development and acting as a catalyst for systems change, policy development and improved practice across Scotland.

**Our mission** is to unlock potential, helping people turn their ideas into positive action.

**Our vision** is for people to have new opportunities, strengths, and assets to fulfil their potential.

**Our values** are to be Collaborative, Dynamic, Action Orientated, Innovative and People-Led.

## Our process

All of our work is formed through our Social Innovation Model. The model is simple and cyclical – we ask, research, do, share, and repeat.

The model works to:

- Promote the positive change our projects achieve for individuals
- Build rewarding partnership to grow our projects
- Share how our work creates positive change with other organisations and groups
- Teach others to use our model to transform their ideas into action.

### Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe that people know how to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

### Research

We review literature, best practice, and collaborate with leading figures to inform people's ideas and ensure an evidence base before proceeding with a project. We never duplicate existing services and truly offer unique solutions.

### Do

We run projects and deliver activities, putting ideas into practice, testing, and refining as we progress. Built into our projects is a robust framework of monitoring and evaluation tools that constantly gathering data to assess our progress and performance.

### Share

We share the approaches and impact of our work to recognise and celebrate positive outcomes. We also share our failures, looking to improve and grow. We then ask people for feedback on what we have shared, thus creating a cycle that drives continuous improvement.

### Action-research

In collaboration with leading academic institutions, private enterprise, third and public sector partners and government, we initiate action research projects that aim to test new innovative solutions to entrenched social problems. This research ranges from multiyear longitudinal studies to nationwide mass participation all the way to small locality-based surveys.

### Campaigns & Lobbying

Through Connect Four, we will use our research base to share our impact with all our partners, including running campaigns and lobbying. We believe that working in partnership and sharing resources is key to driving social change.



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## Our key services:

### Positive Transitions

Launched in 2014, Positive Transitions is a service supporting children, young people and their families through primary and secondary school across Edinburgh and East Lothian. The service is designed to support them to feel valued and understood, improve their self-esteem and peer relationships, and enable them to fulfil their potential; and make a positive transition from primary to secondary school. The service is made up of four key projects that provide both one-to-one and group support.

[www.peopleknowhow.org/positive-transitions](http://www.peopleknowhow.org/positive-transitions)

### Reconnect

Reconnect is a service offering support to adults and families in Edinburgh and East Lothian to help them to improve wellbeing by increasing digital and social inclusion. The service is comprised of a range of projects that address wellbeing. We believe that digital inclusion and social inclusion are inextricably linked, and together can contribute to enhanced wellbeing. Our projects provide a supportive environment to reduce social isolation through building digital skills and maintaining connections.

[www.peopleknowhow.org/reconnect](http://www.peopleknowhow.org/reconnect)

### Connectivity Now

As a result of our learning from Reconnect and our digital transformation during the coronavirus pandemic, we launched Connectivity Now, a national campaign to combat data poverty across Scotland. Through our three actions comprising our Connectivity Now manifesto, we're asking organisations, community groups and individuals from the third, public, business and academic sectors to come together and pledge their support to our campaign. By uniting our voices, aim to lobby the government to make policy change and end data poverty.

[www.peopleknowhow.org/connectivity-now](http://www.peopleknowhow.org/connectivity-now)

### Connect Four

Launched in 2019, Connect Four is at the heart of People Know How and acts as our platform to affect change at scale. This platform was born from our proven Social Innovation Model. Working in partnership with collaborators from across the four sectors: third, public, academic, and business, we share knowledge, join resources, and improve the wellbeing of people and communities, driving social innovation and positive change.

[www.peopleknowhow.org/connect-four](http://www.peopleknowhow.org/connect-four)

### Spaces

People Know How manages various spaces across Edinburgh and East Lothian. We aim to provide spaces in the community to gather, collaborate, share learning, exchange ideas and improve wellbeing. We manage them through collaborations with other organisations, working together to support and empower communities. Our current spaces include 525 Ferry Road, Straits Meadow, and our All Aboard canal boat which we own in partnership with Polwarth Parish Church.

[www.peopleknowhow.org/spaces](http://www.peopleknowhow.org/spaces)



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## VIPs

We call our volunteers, interns, and placement students VIPs; and we recognise that improving wellbeing is not limited to the people using our services. A key aim of our programmes are to help VIPs improve their wellbeing, increase confidence, and feel happier and more socially connected in their lives.

## The role

The **Office Manager** is responsible for ensuring effective and efficient administration and finance processes, managing buildings and spaces, along with supporting the Chief Executive and Board to ensure People Know How continues to deliver the most productive and impactful difference to communities aligned to the strategy, vision, mission and values.

## Key areas of responsibility

### Leadership Team

- Working as part of the Leadership Team, focusing administration, support services, finance systems and building/space management
- Attending the Board and relevant committees in respect of these areas
- Writing policy and maintaining the Risk Register in relation to your areas of responsibility
- Leading on administration, finance and building/spaces in both internal projects and external partnerships
- Supporting the work of Connect Four with the Leadership Team
- Identifying operational risks, issues and opportunities and take responsibility for initiating and leading associated changes
- Preparing periodic reports for the Board showing progress, implementation and monitoring of the administration/support services, finance systems and building/space management
- Providing on call support, whereby on a rota, members of the leadership team are remotely on call and in exceptional circumstances required to attend on site. With a full leadership team in place this will equate to one week in six.

### Administration

- Providing administrative support to the Chief Executive and Board in order to ensure the effective and efficient running of the organisation as follows:
  - Organising and servicing the meetings of the Board and any other meetings, as/when requested
  - Reviewing and updating our administration systems

### Finance

- Managing day to day financial processes and procedures, including payroll, HR functions, expenses processing, invoicing, income and the upkeep of systems, documentation and issues including, but not limited to Microsoft Office, Breathe HR, Xero and pensions information
- Line managing, supporting and supervising the Administrator in matters of finance and building/space management



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- Ensuring the financial reconciliation and incomes postings are up to date as well as payments/bills for services
- Line managing, supporting and supervising the Associate Accountant
- Working with the Leadership Team on annual budgetary development, and planning for additional funds as necessary
- Ensuring the charity's financial resources are managed effectively and that People Know How remains in good financial health, identifying risks and taking appropriate action
- Working with the Chief Executive and Development & External Relationship Manager to develop and lead on the implementation of the charity's financial plans, including setting budgets, formulating income generation strategies and overseeing all fundraising activities
- Maintaining effective financial management and control systems; monitoring delivery within budgets and to performance targets and oversee production of accounts and annual reports, with the Accountant Associate and Chief Executive

### **Human Resources and People Development**

- Working with HR admin systems including Breathe HR
- Ensuring safeguarding and disclosure requirements for the organisation's staff and VIPs are met
- Line managing, supporting and supervising the Associate for HR
- Supporting robust HR processes, covering recruitment, performance management, appraisal and remuneration
- Working with the Leadership Team to support the effective provision of learning and development opportunities for the whole organisation

### **Building and Spaces**

- Supporting the responsible use, custody, maintenance and efficient use of the charity's physical assets.
- Taking leadership of the day-to-day management of the charity's buildings and spaces
- Maximising the income generated through the professional management of the building and spaces
- Line managing, supporting and supervising Facilities Support staff to support the facility management of our buildings/spaces

### **Person specification**

- Work experience as an Office Manager, Finance Manager, Personal Assistant or similar role
- Excellent knowledge of Microsoft Office
- Outstanding organisational and time management skills
- Discretion and confidentiality
- Excellent project management skills to manage a range of projects/services with competing needs and demands



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- Excellent communication skills (written and verbal) with the ability to manage staff, volunteers, interns and placement students
- Strong planning, organisational and administrative skills with the ability to manage multiple projects with overlapping deadlines
- Creative, with the ability to share ideas and work collaboratively
- Highly motivated and able to work independently
- A positive, professional 'can do' attitude
- Flexible and able to adapt to change to meet the needs of the organisation
- Ability to work well with others as part of a team
- Supportive, and able to encourage others to contribute/share ideas
- Friendly, and able to manage relationships with partner organisations
- Driven to make a real difference with a shared vision and commitment to what we do

**Any other relevant info**

- The successful candidate must hold a clean driving licence and own or have access to a car



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