**Role Title** Office Manager

**Post:**  Office Manager - fixed term 1-year contract, with possibility permanent position

**Hours:** 21 hours **(negotiable upwards)** per week, with flexibility to support early evening opening.

**Salary:** £23,000 - £27,000 (pro-rata) dependant on experience

**Location:** This position is based at our MindMosaic Counselling & Therapy offices,

7 Union Street, Greenock.

**Reports to:** Chief Executive Officer

**About MindMosaic Counselling & Therapy**

MindMosaic Counselling & Therapy are a mental health charity providing psychotherapeutic interventions primarily in the Inverclyde area. As a relatively small team we are looking to recruit a self-motivated, flexible, enthusiastic, and positive individual who is willing to be involved in all aspects of the organisation, someone who will help facilitate and support growth as well as becoming part of our management team and a role model for our strategic values.

**Our Values**

Integrity - Supportive and empowering people in an open and transparent way

Flexibility - Providing services that meet the needs of individuals, communities & Organisations

Affordability - Providing high quality, professional services at low cost to the individual

Inclusivity - Accessible services, reducing barriers and creating access

Equality - Promote mental health equality and reducing discrimination across the

whole community

**The Role**

MindMosaic Counselling & Therapy are looking to recruit an office manager who is forward thinking, process orientated, enthusiastic and empathetic with experience of finance and administration, to both lead this function and a small team of staff within the charity.

Being Highly organised with excellent interpersonal skills will be key to the success of this role. The role holder will be responsible for taking the lead in the administrative and finance team. They will ensure that the team remain focused, organised, developed, motivated and an integral part of the MindMosaic Counselling and Therapy practice. It is anticipated that communications will involve; regular face to face updates, objective setting and performance discussions across all team members as well as ensuring overall, that good team communication is in place to ensure that any opportunities and challenges are dealt with quickly.

The office manager will work collaboratively with the Systems & Process Manager ensuring improved processes and client experience.

**Core Duties & Responsibilities**

* Supervision of the day-to-day operations of the administration and finance team
* The smooth running of the office and all admin and finance processes which support this
* Maintain and develop office systems, including organisation and storage of information including paperwork, documents, and computer-based information.
* Maintain client and meeting room booking systems. Maintain filing systems and operational procedures for the secure retention of information relating to MindMosaic’ responsibilities and the retrieval of such information as required under GDPR guidelines.
* Develop, review, and improve administrative systems, policies, and procedures.
* Office management including ordering stocks of stationery and office supplies.
* Working with the Chief Executive and senior management team to set budgets, monitor spending, and process payroll and other expenses as required.
* Provide line management for administration staff including the administration and finance volunteers
* Oversee financial records and perform financial procedures as required (e.g., receipts, payments requests, petty cash).
* Assist with the organisation and management of internal and external audits.
* Maintain the accounting reporting process, ensuring the accuracy and completeness of financial systems and all supporting documentation and compliance with finance and procurement regulations.
* Maintain and develop appropriate financial control systems, ensuring they are maintained, well archived, and safeguarded.
* Support the chief executive by preparing reports and finance updates for the Board of Trustees and for funders.
* Set reporting dates with senior management team and ensure dates are maintained.
* Functioning as part of the wider administration team including reception duties as required.
* Provide support to chief executive as required including preparing and producing reports, minute taking, letters and supporting applications for grants and funding.

**Generic staff responsibilities**

* To work as part of the MindMosaic team, involving additional duties as and when required to support colleagues
* To practice & promote an equitable, accessible, and non-discriminatory approach to work at all time

**Person Specification**

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|  | Essential | Desirable |
| **Education** | * SVQ level 3 or higher in administration.
* CIMA Certificate in Business Accounting or equivalent

or* Equivalent relevant financial & administration experience
 | * Bachelor’s degree in business administration, management, finance, or related field.
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| **Work experience** | * Minimum of Two years’ experience as a senior administrator.
* Experience of working in a financial reporting or book-keeping post
* Process orientated
* Professional experience of administration including managing office processes, record keeping and petty cash. Familiarity with budget planning
* Experience of managing people
* Proficiency with IT, MS Office and O365
* Experience of report writing
* Experience in a customer/client facing environment.
* Willingness to continue self-development and building skills through education and other opportunities
 | * Experience in related field, such as management or financial reporting, preferred.
* Leadership and time, task, and resource management skills.
* Strong problem solving, critical thinking, coaching, interpersonal, and verbal and written communication skills.
* Ability to plan for and keep track of multiple projects and deadlines.
* Experience of accounting software e.g., Sage, Xero
* Experience of supporting successful fundraising bids
* Experience of using collaboration tools such as websites, e-bulletins andsocial media channels
* Experience of working in the 3rd sector (e.g., health or therapeutic interventions)
* Proven experience of implementation of specific projects or change management.
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| **Other** | * Flexibility to work evenings and weekends on occasion by prior agreement
* Be a leader of and work with the values of MMCT
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