



Job Description

Office Manager / Administrator

Line Management Responsibility	Not applicable
Accountable to	Chief Executive Officer
Terms of Contract	Full time

Role of the Office Manager / Administrator

Reporting to the CEO, the role will be responsible for the smooth day-to-day running and administration of the Edinburgh Head Office and providing support to the wider withYOU service locations.

The position will have responsibility for organising day-to-day office operations and procedures to ensure operational efficiency, whilst creating and maintaining a professional working environment. They will develop, document and maintain systems and procedures with regard to all office management related issues. Responsibilities include support for the Senior Management Team, non-IT equipment, utilities, mail and courier services, housekeeping, reception management, safety and security of the building, ensuring compliance with all appropriate regulations and legislation.

Regular travel to withYOU's service locations will be required.

Responsibilities of the Office Manager / Administrator

HQ Facilities Support

- Manage the front desk of withYOU's HQ Office as receptionist: greet visitors; provide a welcoming, friendly and professional first impression.
- Ensure phones are answered promptly, properly and efficiently; take messages and direct calls.
- Sort and distribute incoming and outgoing mail and packages. Includes managing external courier suppliers.
- Organise and manage site access and key management for all service locations, inclusive of ID badge preparation and issuance of security fobs.
- Order and stock office, PPE and kitchen supplies for all service locations where appropriate.
- Act as point of contact for relationship with building management and landlord.
- Recommend, monitor and maintain utilities and conservation efforts.
- Act as onsite contact for repairs and improvements.
- Other duties as assigned or requested.

- Serve as the focal point for visitors (both internal and external to withYOU), including setting up schedules and providing primary logistical support.
- Assist with the setup of and clean-up for events as requested, including board meetings, service staff visits, outreach and development events, and delegation itineraries. Ensure that facilities are ready and available for conference calls, on-line seminars and training sessions. Provide catering consulting and coordination and help to coordinate office social events.
- Arrange workspace for team members and ensure that public spaces and spare offices are kept presentable. Responsible for appearance standards throughout the site.

Operations (HR, IT) Support

- Manage and maintain withYOU's equipment asset register. As needed, purchase IT equipment and coordinate with the IT provider with regards to ongoing issues and equipment needs.
- In coordination with the People team, support new hire induction and onboarding for new team members. Schedule onboarding for new hires and quarterly onboarding programme.

Health & Safety

- Day to day sifting of the Incidents mailbox, inclusive of regular reporting and escalation processes.
- Support Head of Services to ensure all service locations remain up to date and compliant with HSE requirements.
- Act as main contact with outsourced H&S provider(s)
- In conjunction with the Landlord, ensure the safety of the building from fire, theft and other hazards by initiating a regular protocol on safety measures in the office.
- Carry out regular weekly and monthly checks throughout the office
- In conjunction with the landlord, ensure all security systems are in working order and used properly by all withYOU team members. Prepare pertinent records and reports for the safety of the withYOU team and ensure that all team members are trained in office safety and security.
- Carry out any necessary workstation and building risk assessments per set template risk assessments.

Executive Support

- Oversee the upkeep of a calendar of key events for the CEO and SMT (e.g. regular Service Manager, SMT and Board meetings, and meetings with Regulatory bodies), including preparing agendas, tracking action items and taking minutes.
- Act as the secretary to the CEO and support the CEO in managing appointments, prioritising workload and in ensuring any necessary items are flagged for attention or action.

Knowledge and Experience

- Previous professional experience in a fast-paced office environment, with emphasis on administrative services and/or facilities.
- Excellent computer skills required, including familiarity with MS Word, Excel and PowerPoint; comfort in working with IT functions a plus.
- Prior experience with coordination and management of schedules and meetings desirable.
- Sensitivity and experience in communicating with stakeholders from diverse sectors and backgrounds.
- Demonstrated ability to work well under pressure and cooperatively with team members and the ability to take direction as well as work independently.
- Social care sector experience and/or interest preferred.

Success Factors

- A healthy combination of professionalism, confidence and good humour.
- Strong multi-tasking, organisational, and prioritisation skills.
- Comfortable working in a fast-paced, fluid environment.
- Excellent interpersonal, verbal and written communication skills.
- Able to work both independently and cooperatively.
- Ability to work at pace and with change
- Able to effectively and accurately represent withYOU to visitors to the office in Edinburgh.
- Demonstrates flexibility and creativity in planning and problem-solving
- A quick learner, who takes the initiative and is accountable for results.

Please note:

It is withYOU's policy to encourage the personal development of staff. withYOU will support staff in line with the requirements of the job and the responsibilities of the organisation;

All staff will attend statutorily required training and have access to training appropriate to the requirements of the role and their personal development;

All staff will receive regular and responsive social care supervision from their line manager.