



JOB DESCRIPTION

Job Title:	Office Manager
Charity:	Human Development Scotland (HDS)
Base:	Victoria Chambers, 142 West Nile Street, Glasgow G1 2RQ
Contract Type	Permanent
Salary:	£28,000 – £30,000 pa pro-rata
Contracted Hours:	Part Time – 28 hours per week
Working Pattern:	Worked over 4 or 5 days. Some flexibility will be considered.
Responsible To:	Director

Job Summary

Human Development Scotland (HDS) is a charitable organisation working to relieve mental and emotional distress by increasing the availability of, and access to, high quality psychodynamic and psychoanalytic counselling and psychotherapy for all who need them.

HDS delivers training and education in counselling and psychotherapy along with providing a therapy service direct to clients.

This is a vital role in a small and developing charity. The Office Manager will support the delivery of our charitable objectives by managing our office, training suite, contractors and finance administration efficiently and effectively. The post requires initiative, enthusiasm, good organisation and a high degree of autonomous working.

Your main responsibilities would include:

1. Facilities Management, including:

- Liaise with landlords, factors, utility companies, tradesmen, contractors, and cleaners to maintain high standards of operation.
- Support the delivery of courses and events including room bookings, room set-ups and catering requirements.

2. Providing general business and administrative support, including:

- Deal with enquiries on the phone and by email.
- Manage external contracts.
- Maintain office processes in relation to IT services in collaboration with our IT support provider. Including Zoom, Microsoft, Moodle.
- Be the Data Protection officer and ensure we meet all requirements. Including managing document retention schedule.
- Ensure office supplies are maintained.



3. Providing financial administrative support, including:

- Post invoices to Sage.
- Issue tuition fee invoices.
- Credit Control – including payment plans for students.
- Invoicing for therapeutic services and EAP contracts.

4. HR and Health and Safety, including:

- Work with our external HR company to provide a solid HR function to the charity, including:
 - Recruitment and training of staff, tutors and students.
 - Identifying the need for and organise staff training including first aid, fire training, health & safety and security.

The role would suite someone who enjoys a varied workload and can work under pressure, and has the ability to multi-task with a range of conflicting priorities. The role also requires excellent organisational and self-motivation skills, good time management and the ability to work alone at times with limited on-hand support.

The successful candidate will play an essential role in a small and friendly team.

Equal Opportunities

The Charity has a clear commitment to its equal opportunities policy, and it is the duty of every employee to comply with the detail and spirit of the policy.



Person Specification and Profile

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent written and spoken English – the ability to write reports and correspondence that is grammatically correct and comprehensible. • Work well under pressure. • Attention to detail. • Pro-active approach to problem-solving. • Highly developed and demonstrable communication skills. • Team working. • Good telephone manner. 	<ul style="list-style-type: none"> • Negotiation Skills. • Diplomacy.
Education and Experience	<ul style="list-style-type: none"> • Experience of a similar administration role. • Experience of working in a financial role, processing invoices. • Knowledge of Data Protection requirements and copyright. • Experience of working in the Third Sector. 	<ul style="list-style-type: none"> • A recognised business and/or management qualification. • Experience of working in an academic environment, the NHS or social care. • Experience of human resource management. • Experience working with Sage.
Personal Qualities	<ul style="list-style-type: none"> • Commitment to Human Development Scotland’s aims and objectives. • Commitment to a high standard of customer service. • Excellent interpersonal skills. • Reliable. • Organised and efficient. 	<ul style="list-style-type: none"> • Flexibility on working hours / week to meet the demands of the business.