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|  | Role Profile |

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| **Office Manager** | | | |  | **Purpose** |
| **Reference No.** | FCCT/OFM/2024 | **Type** | Individual |  | To provide a full range of office management duties including the management of other facilities within the Trust alongside the day to day running of HMH. This includes day to day supervision of office administration across the organisation, office supplies, cleaning services, and support for other office functions, including HR and finance. |
| **Service** | Support Services | | |  |
| **Job Family** | FCCT - Professional | **Grade** | FC6 |  |

| **Key Responsibilities -** For this role, there is an expectation that all, or a combination, of the following will be undertaken: |  | **Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility | **E** | **D** |
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| Oversee customer care provided by Administrative Staff, to include working with communications colleagues to maintain good public relations through Administrative Team’s involvement in attending to and resolving queries/complaints/requests for assistance from customers, visitors, clients, etc. in accordance with relevant policies. |  | An HNC or equivalent in Business Administration or relevant work experience. |  |  |
| Ensure appropriate day to day staffing for administrative functions and Customer Services is allocated at relevant Trust bases, providing cover, and highlighting issues in this regard with the Head of Support Services as necessary. |  | A minimum of 2 years’ supervising staff in a busy office. |  |  |
| Support development, and ensure implementation and maintenance of the systems, procedures, and protocols that impact your areas of responsibility, i.e., Administration, Reception and Front of House. |  | Excellent communication and customer skills. |  |  |
| Ensure office records are up to date including Trust vehicles, insurances, asset registers, and support the administration of records across all departments in alignment with Data Protection guidelines, and as requested. |  | Minute taking experience |  |  |
| Support in the development of technological solutions that automate and/or improve processes that support service delivery, including data/document management, preparation and distribution, engagement with stakeholders, and data collection and processing. |  | Sound experience in Microsoft Office packages including PowerApps |  |  |
| Provide high-level administrative support and assistance to the Chief Executive Officer and other SMT staff, as requested by the CEO. |  | Experience of handling conflicting pressures in a multi-tasking role and the ability to remain positive |  |  |
| Organise, coordinate and schedule meetings with the Board of Trustees, SMT, external partners and Senior Leadership in external organisations, managing all logistics including meeting papers (prepare meeting agendas, perform research for meetings, minute taking and minute presentation), set-up, venue bookings, and hospitality. |  | Diary management and organisational skills with the ability to prioritise workload. |  |  |
| Fire Warden duty – Support in FCCT staff adherence to relevant health & safety procedures, assisting with emergency response & evacuation, performing drills as necessary. |  | Working knowledge of Health and Safety. |  |  |
| Ensure regular testing for electrical equipment (PAT), safety devices (fire extinguishers etc) and other safety testing (e.g., legionella) is carried out and records maintained as appropriate. |  | Organisational skills and the ability to prioritise workload |  |  |
| Ensure through appropriate systems and procedures that all, facilities, fixtures, and fittings are fit for purpose and meet the approved standards for security, cleanliness, health & safety, etc.  Respond to, and where applicable, take appropriate actions to remedy any infringements found. |  | Ability to work as part of a team or individually |  |  |
| To liaise with Service Support, i.e., Facilities and Building Operations, and where appropriate external contractors, to report or pursue issues relating to the maintenance and repair of the Trusts building, its fixtures, and fittings. |  | Flexible approach to tasks |  |  |
| Reviewing facilities contracts regularly to ensure best value for money. |  | Previous experience of working with the public |  |  |
| To act as Keyholder for The Harbourmasters’ House, and ensure an up to date and accurate record of access codes is maintained for all sites |  | Experience of Public Authority /Charity. |  |  |
| Undertaking all other duties as required for the role. Duties will be in line with the grade. | | | | |

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| **Additional tasks or responsibilities –** this is a generic role, however this particular job may also require you to undertake the following: | | | | | | | | | |
| **Task or Responsibility -** For this role, there is an expectation that all, or a combination, of the following will be undertaken: | | |  | **Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility | | | | **E** | **D** |
| Regular travel to FCCT sites. | | |  | Driving License | | | |  |  |
| Other duties as assigned | | |  | Flexible mindset. | | | |  |  |
| **Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required** | | | | | | | | | |
| Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one). | PVG Children | | | | PVG Protected Adults | PVG Both | None | | |
| Basic Disclosure | | | | Standard Disclosure | Enhanced Disclosure |
| **Additional Information –** the following information is available: | |  | **Expected Behaviours –** It is essential that you display the following behaviours as they are expected of all our employees: | | | | | | |
|  | |  | * Inclusive, caring, and generous. * Fair, respectful, and charitable. * Agile, proactive, and aspirational. * Knowledgeable and information led. | | | | | | |