

Job Description	<h2>Office Manager OFM25</h2>
About the role	<p>Our work at Self Directed Support Scotland is all about ensuring people can live well, and are able to have as much choice, control and flexibility as they wish when it comes to any support they need.</p> <p>Our focus is on improving the implementation of Self-directed Support (SDS) in Scotland. We do this by working collaboratively across the social care sector: with Scottish Government, Local Authorities and third sector organisations. We promote the values and principles of SDS and deliver a range of projects aimed at improving understanding of (and access to) Self-directed Support. This is an exciting time to join our team as we work to implement the national SDS Improvement Plan and Personal Assistants Programme board workplan.</p> <p>We're looking for an Office Manager who can lead in all aspects of organisational administration and support our team across a range of projects and deliverables.</p> <p>This position, offered on a full-time basis, will focus on providing and managing a dependable office in support of SDSS activities, stakeholders and the team.</p> <p>To do this effectively, you will be a confident communicator, have a good command of office systems and be dependable and systematic in delivery. Being able to build good relationships with a range of stakeholders, and a capacity for understanding the challenges faced by people accessing social care is highly desirable.</p> <p>Essential to the role are initiative, organisational skills, office administration experience, HR experience, excellent IT skills, and very importantly the ability to manage a wide range of confidential information appropriately. This role is offered at a managerial level due to its responsibility and autonomy, but it is not expected that there would be any reports.</p> <p>The role can be office based in Edinburgh or remotely, with occasional national travel for events. Confidence to use CRM/database software, social media and website CMS software is highly desirable.</p>



About SDSS	<p><b>Our vision is “A Scotland where quality Self-directed Support is available to all as a route to Independent Living”.</b></p> <p>We work to promote the values and principles of Self-directed Support, including choice, control and flexibility, in all aspects of social care support.</p> <p>We do this by working collaboratively across the social care sector: with Scottish Government, Local Authorities, third sector organisations and our members, to improve Self-directed Support implementation in Scotland.</p> <p>As a Disabled People’s Organisation, we stand up for the rights of disabled people and people who need support.</p> <p>And we champion local Independent SDS Support Organisations across Scotland, who help thousands of people every year access and manage the support they need to live well.</p> <p>Find out more out what we do here: <a href="#">Our Work</a></p>
Benefits & Outline Terms	<p>£31,500 per annum (FTE)</p> <p>Full-time 35 hours (FTE 35 hours).</p> <p>Permanent subject to probationary period.</p> <p>Seven weeks annual leave including public holidays.</p> <p>Contributory pension scheme, 6% employer contribution.</p> <p>Occasional weekend and evening work may be required.</p> <p><b>SDSS is an equal opportunities and <a href="#">Fair Work First</a> employer and applications from disabled people are particularly welcome.</b></p>
Location	Edinburgh Office based (Norton Park, 57 Albion Road, Edinburgh, EH7 5QY) with some travel and occasional overnight requirements.
Reporting to	Operations Manager
Reports	None



Job Purpose	<p>To support the safe and efficient running of SDSS by providing confidential, timely and thorough support across financial, HR, Student and membership services.</p> <p>To manage an effective office in support of all SDSS staff, consultants for delivery of internal and external activities.</p> <p>To support the team by keeping SDSS compliance, stakeholder and project data up-to-date and accessible.</p> <p>To provide a confident and helpful first point of contact for SDSS by telephone, in person, by email and through social media.</p>
Responsible for	<ul style="list-style-type: none"> <li>• Office Administration</li> <li>• CBS Student Coordination and meeting SQA requirements</li> <li>• Finance Administration</li> <li>• SDSS Membership coordination</li> <li>• HR Administration</li> <li>• Events Support</li> <li>• Compliance &amp; Governance Administration</li> <li>• Enquiry Signposting</li> </ul>
Key Targets	<p><b>Candidates will have the skills and experience to deliver</b></p> <ul style="list-style-type: none"> <li>• CBS Student enquiries processed same day</li> <li>• SDSS Compliance with SQA requirements</li> <li>• Office enquiries responded within 24 hours and tracked end to end, with appropriate records kept</li> <li>• End to end compliance by SDSS with policy on HR processes</li> <li>• Efficient weekly management of mail inboxes</li> <li>• Efficient twice-monthly processing of finance book-keeping</li> <li>• Efficient annual membership renewal process</li> <li>• Meeting minutes within 24 hours</li> </ul>
Outputs	<p><b>Candidates will be confident to</b></p> <ul style="list-style-type: none"> <li>• Manage and coordinate student &amp; SQA related communication and relationships</li> <li>• Manage and coordinate SDSS membership communication</li> <li>• Manage and coordinate financial book-keeping: processing invoices, bills, drawdowns &amp; generation of reports (Xero)</li> <li>• Coordinating membership renewal processes and maintaining stakeholder information in the SDSS database (Salesforce)</li> </ul>



- Manage office activities including electronic and paper mail, bulk mail outs, resource appropriate venues, accommodation and access requirements for meetings and events, maintenance and ordering of office supplies.
- Booking access support such as BSL, transport and Personal Assistants
- Devise and oversee office and admin systems in support of functions within SDSS and project workplans as appropriate.
- Record keeping and minute taking as directed
- Office equipment and consumable purchases as required
- Contribute to weekly operations meetings to ensure team and workplan needs are resourced.
- Coordination of SDSS business compliance processes.
- Manage effective logging, filing, archiving and retention systems.
- Work effectively in support of the senior management team.
- Contribute to presenting a welcoming and positive environment for staff and visitors alike.
- Act in accordance with direct instructions from senior colleagues.
- Provide and assist with on-the-job training in admin and office systems.
- Immediately report any breaches of office/data security to Manager as appropriate.
- Liaise with landlords, suppliers and contractors on behalf of managers to ensure continuity of office services.
- Be aware of health and safety and contribute fully to keeping the work environment, community, people who use services, and yourself safe.

Experience	Essential/ Desirable	Assessment
<b>Key Indicator -</b>		
Experience of working in an administrative capacity in an office/ hybrid environment.	E	Application
Experience in financial book-keeping and managing finance systems	E	Application/ Interview
Experience of student coordination or managing people through an equivalent admin process	E	Application/ Interview



Proactive, organised approach with the ability to manage own workload and competing priorities.	E	Application/ Interview
Experience of Human Resource processes	E	Application/ Interview
Experience of office management processes including liaising with landlords, suppliers, and complying with health and safety requirements.	E	Application/ Interview
Experience of producing meeting minutes.	E	Application/ Interview
Experience of sourcing competitive quotes and negotiating with suppliers and venues.	D	Application/ Interview
Ability to streamline systems and processes and work with colleagues to make appropriate changes.	D	Application/ Interview
Experience of engaging with people with lived experience of disability and/or social care.	D	Application/ Interview
Personal experience of disability and/or social care.	D	Application/ Interview

<b>Knowledge, abilities and skills</b> <b>Key Indicator – (continues next page)</b>	Essential/ Desirable	Assessment
Ability to manage people through complex development process such as induction and learning course administration or similar	E	Application/ Interview
Able to demonstrate and articulate a clear understanding of diversity, equality and inclusion issues.	E	Application/ Interview
An excellent standard of written, listening and oral communication skills, for a diverse range of situations and settings.	E	Application/ Interview
Confidence to use database software (Salesforce or similar) and financial software (Xero or similar) for maintaining accurate records, book-keeping and reporting.	E	Application/ Interview



Ability to develop and maintain positive relationships with a wide range of stakeholders including SDSS stakeholders, people with lived experience, suppliers and colleagues.	E	Application/ Interview
Confidence using Office 365, Sharepoint and related programmes.	E	Application
Professional qualification, or experience in relevant specialism with evidence of continuing professional and personal development.	D	Application
Knowledge and understanding of the Independent Living Movement and the Social Model of Disability.	D	Application/ Interview
Understanding of the Scottish social care landscape and particularly Self-Directed Support legislation.	D	Application/ Interview

Notes for applicants	
Please use Job Reference:	OFM25
Applications are made online at:	<a href="https://sdsscotland.formtitan.com/ftproject/applications25">https://sdsscotland.formtitan.com/ftproject/applications25</a>
Closing date for applications:	Monday 18 August, 09:30am
Expected dates for interviews:	Tuesday 26 August
For more information about SDSS see:	<a href="https://www.sdsscotland.org.uk/">https://www.sdsscotland.org.uk/</a>
Contact for questions or schedule an informal chat:	Jeremy Adderley, Operations Manager  <a href="mailto:jeremy@sdsscotland.org.uk">jeremy@sdsscotland.org.uk</a>
Applications from disabled people are particularly welcome. We will support you through the recruitment process with any reasonable adjustments required in accordance with the Equality Act.	Any access issues please call 0800 8411 321

