



## Job Description

<b>Job Title:</b>	<b>Office Manager</b>
<b>Salary:</b>	c £28-30K, depending on experience
<b>Responsible to:</b>	Chief Executive Officer
<b>Based:</b>	Office base Positively UK in Islington

### **Main Purpose:**

To work as part of the team at Positively UK in providing quality and effective support to people living with HIV by leading a small team to ensure the smooth running of the organisation's administration, finance and operations functions

### **Duties and Responsibilities**

#### **Human Resources**

Working with the CEO and Senior Management team to manage all aspects of Positively UK's Human Resources including:

- Managing the recruitment process for new staff in line with Positively UK's recruitment policy and as guided by the CEO/Project Manager
- Administration of 'Breathe HR', our electronic HR system
- Issuing staff contracts to new staff and following changes to existing staff members' posts
- Maintaining Personnel Files and ensuring all information is recorded and up-to-date
- Ensuring timely and accurate monitoring of leave entitlements
- Managing and implementing the process of Disclosure and Barring Services (DBS) checks for all staff and volunteers
- Co-ordinating with our external payroll company to ensure accurate and timely payment of staff salaries
- Supporting the implementation and co-ordinating Positively UK's workplan pension scheme
- Maintaining training records for all staff and ensuring mandatory training requirements are met e.g. safeguarding, first aid

#### **Finances**

Working with external accountants and senior management team to manage all aspects of the organisation's financial administration systems including:

- Managing the administration of petty cash to project teams, supporting staff with reconciliations and ensuring accurate returns
- Managing the process of the issuing of hardship grants to service users
- Reviewing monthly bank statements ensuring all income and expenditure is accurately recorded and allocated to the department codes



- Managing processes for invoicing, recording payments and follow-up where necessary
- Reconciling credit card statements against spend ensuring a clear audit trail with all paperwork and receipts
- Liaising with the external auditor and supporting the CEO in the production of Positively UK's annual accounts

### **Project Administration**

Work with project managers to support the

- Administration for the OCN qualification
- Administration of the Online learning platform (Moodle) including setting up new learners
- Lead for training staff and setting up reports on the organisational Salesforce database
- Reviewing processes for managing and storing client information in line with best practice and Positively UK's confidentiality policy
- Supporting the administration of monitoring information including timely and accurate uploading of service user information
- Supporting the administration of external events such as the National Conference of People Living with HIV

### **Office Management**

Managing the reception and front-of-house

- Managing and co-ordinating reception cover to ensure all telephone callers and visitors are dealt with professionally
- Maintaining systems for booking rooms and ensuring the reception area and public spaces are tidy and welcoming to visitors.
- Managing systems for incoming and outgoing post, including messages received through the general info@positivelyuk.org email account

### **Building Management**

Managing all aspects of Positively UK's premises and operations through:

- Maintaining training rooms and offices to a high standard ensuring these are kept clean and fully resourced
- Managing any programme of maintenance and repairs as required, ensuring these are dealt with timely and cost effectively
- Liaising with our IT contractors to ensure the effective operation of IT systems including internet, PCs and laptops and Office 365
- Contracting with external suppliers including but not limited to utilities, photocopiers, fire safety, insurance and ensuring best value is obtained in all contracts, and suppliers fulfil their commitments
- Working with the CEO in managing all aspects of Health & Safety across the organisation including undertaking regular risk assessments, action plans and alerting the senior management team to their responsibilities in fulfilling this



### **Trustees and Legal Requirements**

Working with the CEO and Officers of the Board of Trustees to ensure:

- Supporting the administration of Trustee meetings and working groups, ensuring documentation is prepared in advance and accurate minutes are produced when required

### **Supervision & Management**

- Provide line management and supervision of the Receptionist/Administrator in supporting all the tasks outlined above
- To manage the recruitment and supervision of Receptionist / Admin Volunteers in supporting all the tasks outlined above

### **Personal Development**

- Actively participate in team supervision and staff and team meetings as required
- Identify personal development needs and undertake actions to address these

### **General Tasks:**

- To carry out such other duties and responsibilities as may reasonably be required by the Line Manager, compatible with the objectives and level of responsibilities held by the post
- Attendance and participation in all relevant staff forums as required.



## **Essential**

### **1. Experience**

Office administration and developing new systems; Establishing and managing financial systems and administration including invoicing and cash handling; Negotiating with suppliers and managing contracts; Building management and maintenance; Undertaking risk assessments, health and safety audits and implementing action plans;

### **2. Skills and Abilities**

Excellent IT skills including excel, Office 365; Excellent numeracy skills; Strong oral and written communication skills; Ability to organise conflicting priorities and work on own initiative; Ability to work to agreed quality level and standards; to work constructively as part of a team, understanding the roles and responsibilities of others and your own position within this

### **3. Personal Qualities**

Proactive in identifying problems and organisational support needs; Willingness to learn; Accuracy and attention to detail; Tact and good people skills; Interest in health and social care; Patience; Collaborative and a good team player; Ability to motivate others; Problem-solving and ability to research and identify solutions; Emotionally resilient, self-aware and able to recognise own support needs when under stress

### **4. Attitudes and Values**

Commitment to the rights of people living with HIV to equal opportunities and ability to work with diverse people; Commitment to personal training and development; Understanding of confidentiality

## **Desirable**

### **5. Experience**

Knowledge of operating databases including Salesforce; Managing and developing staff and volunteers; office administration within a client facing environment and/or not-for-profit sector; Establishing and managing systems in educational or life-long learning environment

### **6. Skills and Abilities**

Knowledge of Human Resources and good practice; Knowledge of language(s) other than English

## **Terms & Conditions:**

- The post will be offered for an initial 6-months probationary period.
- Normal working hours 9.30 am - 5 pm, including half-hour lunch each day; evening and weekend working will be required. Time off is given in lieu and there are no overtime payments linked to this post
- In line with Positively UK policy, this post requires a Criminal Records Bureau Enhanced Disclosure Check
- Holiday entitlement: All English Bank and Public Holidays, plus 30 days per annum annual leave



*The purpose of this document is to describe the key accountabilities that the person holding this position needs to achieve. It is in no way an exhaustive list of responsibilities of the role: duties and requirements of this role may change as required by Positively UK and the Chief Executive.*