

Job Description

Title:	Office Manager
Hours:	37.5 hours per week
Office Base:	Carers Plus Yorkshire, Snainton
Accountable to:	Chief Executive Officer
Line Management:	Chief Executive Officer
Contract:	Open

Job Summary:

At Carers Plus Yorkshire, smooth processes and systems are the key to our success. We're looking for an Office Manager who has excellent organisational skills and an enthusiastic, friendly manner to keep us thriving. You will have a natural flexibility in handling day-to-day routines as well as surprises! The Office Manager will provide a strong, reliable support for operations by helping to develop procedures and implementing them, as well as ensuring effective and efficient communication throughout the organisation. You will also help us achieve organisational efficiency by nurturing a positive, inclusive work environment.

You will manage the office premises and outreach locations for Carers Plus Yorkshire, ensuring safe and efficient systems are in place for staff to deliver CPY services. You will manage a small admin team across 2 sites who will help with the daily tasks required in the offices under your leadership and be responsible for all admin and IT systems including the website and social media platforms used by the organisation. You will work closely with the Finance Manager ensuring the smooth operational running of CPY offices and outreach hubs.

Key Duties:

Administration

- a) To ensure efficient and effective administration of client services. Maintain CRM systems and provide in-house training to staff on their use.
- b) Collate monthly statistics on client access to services for monitoring reports.
- c) To support the Service Manager and Business Development and Funding Manager with funding reports and statistical monitoring.
- d) To have knowledge of GDPR and ensure compliance within admin systems.
- e) Oversee the procurement of office stationery etc.
- f) Work alongside the service managers to ensure letter templates and service pathways etc are consistent and updated.

Office Management

- a) To administer all requirements for office premises and outreach venues, including leases and maintaining contact with landlords as necessary. Ensuring all mandatory checks are in place, eg: fixed wiring, PAT testing, fire extinguishers.
- b) Ensure appropriate insurance cover is in place for premises and organisational activities.
- c) To set up and administer contracts for all necessary utilities.
- d) To arrange cleaning, maintenance and repair of premises in accordance with lease requirements.
- e) To ensure the office environment is Health and Safety compliant.

IT

- a) To be responsible for all IT systems and liaise with external IT provider when necessary.
- b) To ensure compliance with the organisation's IT policy, particularly IT security.
- c) To have knowledge of all organisation's online accounts and which staff members have access to them. Ensure all accounts and access are appropriate.
- d) Setup phones and laptops for new recruits, alongside external IT provider.
- e) Maintain internal phone systems portal across two sites.
- f) Lead on the maintenance of printers and liaise with lease providers to ensure any issues are resolved quickly.

Personnel and HR

- a) To Line Manage admin staff, carrying out regular supervisions and annual appraisals.
- b) To assist the CEO in implementing employment legislation and any other HR requests.
- c) To lead on the administration of staff recruitment (eg: advertising, contact with applicants, gathering references, DBS checks and induction process)
- d) To ensure staff personnel records are maintained accurately and that all necessary employment checks are in place.

Health and Safety

- a) To assume the role and responsibilities of the organisation's Health and Safety Officer in conjunction with the CEO.
- b) To ensure that the Health and Safety policy and procedures are implemented, monitored and regularly reviewed.

Governance

- a) To provide admin support to the Board of Trustees, attend meetings and taking minutes, distributing all paperwork.
- b) To provide PA support to the CEO in confidential matters.
- c) To work with the CEO on maintaining and regularly reviewing all policies and procedures.
- d) Support the CEO to ensure Carers Plus is compliant with Charity Commission and Companies House requirements.
- e) Keeping Trustee information up to date and registering with Charity Commission and Companies House.
- f) Organising and administration of the AGM.

Communications and Marketing (to lead on and oversee alongside admin team)

- a) To ensure the organisation's branding is maintained (adhering to brand guidelines) and used on all types of communications.
- b) To ensure all Social Media platforms are active and information sent out – creating engaging, on-brand campaigns regularly.

- c) To lead on the collation and distribution (using a variety of methods) of a regular newsletter for both clients and professionals.
- d) To comply with, and regularly review, the organisations communications plan.
- e) To lead on all internal and external communications using a variety of methods both digital and otherwise.
- f) To maintain and regularly update the organisations website.

General Duties:

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To comply with Carers Plus Yorkshire’s policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
3. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
4. To maintain monitoring and recording systems, using Charitylog data base (training given)
5. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
6. To support the work of individual CPY volunteers as required and requested.
7. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
8. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
9. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
10. Be an active participant in Management meetings and staff Team Meetings.
11. To provide appropriate cover for staff absences.
12. To represent Carers Plus Yorkshire at a local or regional level when required.
13. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
14. To take responsibility for specific pieces of ‘project’ work in line with agreed project work plans and in agreement with the Chief Executive Officer.
15. Any other duties as required to support the organisational priorities and Business Plan, in agreement with Chief Executive Officer.
16. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

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This Job Description is not meant to be exhaustive and the organisation reserves the right to require the job holder to be flexible and perform duties other than those listed according to the changing requirements of the organisation.

This job description may be reviewed in consultation with the postholder from time to time.