

Office Manager PERSON SPECIFICATION



You should complete your application form bearing in mind it will be scored against all the elements below.

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage

CRITERIA		Essential	Desirable
QUALIFICATION	Relevant degree or recognised qualifications in Business Admin or Customer Service qualifications and/or other relevant profession. (eg NVQ Level 4/5)	✓	
	Or: Able to demonstrate over 5 years' experience in an office managerial role relevant to the requirements and skills of this position.		
	Minimum 3 years of managing staff teams.		✓
EXPERIENCE	Knowledge and recent use of MS Office and CRM systems	✓	
	A good knowledge of IT and social media platforms and an understanding of websites. Understanding of the importance of company branding.	✓	
	High level of accuracy and attention to detail in letters/reports to Trustees, stakeholders and clients	✓	
	Knowledge of GDPR requirements and confidentiality to ensure compliance within all admin systems	✓	
	Knowledge and understanding of implementation of Health and Safety legislation	✓	
	Accurate minute taking for management and Board of Trustee meetings	✓	

	An understanding of, and the ability to produce robust contractual, performance and monitoring documents for commissioners.	✓	
	Ability and knowledge of producing leaflets, newsletters, marketing materials	✓	
	Ability and knowledge of managing office premises to provide a safe working environment for staff and clients – eg: administering lease documents, managing utility contracts, arranging cleaning, general maintenance and mandatory safety checks.	✓	
	Experience on how an office environment operates – including setting up systems and procedures.	✓	
	Understanding of both The Charity Commission and Companies House and how this links to the requirements to the charitable sector.	✓	
	Ability to work to tight timescales, prioritise conflicting workloads and delegate tasks as appropriate	✓	
	Knowledge and experience of Safeguarding Adults and Children		✓
SKILLS AND KNOWLEDGE	Excellent verbal and written communication skills and able to present information appropriately in an engaging manner to different audiences.	✓	
	Problem solving skills to provide integrated solutions to complex organisational problems	✓	
	Demonstrable knowledge and understanding of services and legislation of relevance to carers and people with disabilities		✓
	Supervision and appraisals skills and able to support staff through different issues – both physical and emotional.	✓	
	Excellent interpersonal skills, able to lead and work as part of a team, building positive relationships with staff, colleagues, stakeholders	✓	
PERSONAL ATTRIBUTES	Ability and willingness to work flexible hours (occasional evenings / weekends)	✓	
	Ability to be creative and dynamic, often working at pace, in order to maximise opportunities to support the development of CPY	✓	
	Self-motivated, enthusiastic, good sense of humour and empathy, with the ability to work on own initiative and part of the team	✓	

	Ability to work to tight timescales and under pressure.	✓	
	Willingness to travel to CPY offices in Northallerton, Snainton, Bridlington and any other outreach offices/hubs as required	✓	