

Leathermarket JMB

Job Title: **Office Manager**
Salary: £31,731 to £33,474

Purpose of the Job

The Office Manager is responsible for varied administrative, logistical, statistical and financial tasks that facilitate the smooth running of the office environment. The postholder will also take on some organisation wide activities, for example Health & Safety and GDPR.

Main Accountabilities

1. Be responsible for delivering administrative and logistical processes; within the Support Services functions of the JMB. This would include, for example, liaising with office supply contractors as well as general office duties; ordering and receiving stationery, document management, photocopying etc.
2. Maintain IT systems, spreadsheets, organisational contact lists, and web-based outputs. For example, to update JMB's website and its presence on social media sites.
3. Maintain office equipment and supplies. To support senior staff on the letting of contracts, and insurance renewals. Take the lead on procurement related to office equipment/ supply contracts. Deal with problems as they arise on a day to day basis.
4. Support the planned office relocations concentrating on where this relates to office management functions such as equipment, services and supplies.
5. Work with colleagues to find out information and, where appropriate, coordinate or draft responses to enquiries made by Directors, members of the public or external organisations. Be accountable for related follow up action where appropriate to the role.
6. Prepare statistical data, using JMB systems, Microsoft Office suite or other appropriate software. This may be running standard reports or the postholder may design for a specific need.
7. Support senior managers in maintaining data that relates to the effective management of the organisation. For example, collating KPI data, (key performance indicators), updating risk registers.

8. Coordinating operational office health and safety including updating office risk assessment, weekly checks and inspections, fire drills etc. This may require some specific knowledge; e.g. DSE assessments, fire marshal training (or other health and safety related issues) but training can be given.
9. Support the organisation in its GDPR or related data protection function obligations. This includes setting up and maintaining the data retention register, and supporting teams within the JMB to deliver their requirements in the JMB data protection policy.
10. Coordinate the regular updating of the company book with directors contracts, annual declarations of interest, turnover of directors and other good governance activities
11. Provide a meeting and events service; co-ordinating attendance where numbers are significant, preparing agenda, briefing papers, electronic distribution of papers, minutes, refreshments, pursuing follow up actions. This will include some out of office hour's activities and involve attendance at meetings that deal with confidential or sensitive matters; taking minutes at the meeting, distributing and pursuing post meeting actions.
12. Review and recommend changes to administrative systems where these are under the postholder's control. Where appropriate give guidance to others in implementing changes (written guidance, face to face etc.).
13. From time to time, to participate in departmental / cross organisational projects or consultative events, such as the distribution and collation of survey information and supporting the 5-yearly continuation ballot process.

Job Context

1. This job formally reports to the Finance Manager, but the nature of activities means that he/she may support other senior managers as required. He/she may also provide support to finance and HR colleagues where work demands; at a level appropriate for this post.
2. Where the postholder attends meetings outside normal office hours, as described above, time off in lieu will be agreed.

Date: July 2021

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Person Specification

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The ideal candidate will be self-motivating and able to juggle a varied range of responsibilities with a great deal of autonomy. They will look for solutions not problems. They will not be limited by whether something is listed in the job description but by how it supports our resident focused community organisation.

Unless stated Desirable (D) all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

Experience

1. Experience of interpreting and advising colleagues on organisational policies/procedures, e.g. desk top assessments, office health and safety, purchasing, where the courses of action are not clear.
2. Experience of using a wide range of office equipment and IT software in a work setting. Ideally this will include application of upgrades.
3. Experience of maintaining records, administrative and financial systems, including the management of data to maintain confidentiality and protect sensitive data in accordance with general data protection regulations.
4. Experience of working with office suppliers on contract arrangements and ongoing provision. (D)
5. Experience or knowledge of budget management, office health and safety requirements, and/or operational GDPR good practice for a community organisation of the size of the JMB. (D)

Knowledge

1. Working knowledge of Microsoft Office functions at a level to; compile reports (including embedded tables/diagrams), to prepare correspondence and presentations, to prepare Excel formula, maintain spreadsheets, complete diary management requirements and meeting arrangements.
2. Understand the support needs of a diverse workforce including resident directors and other volunteers.

Skills and Abilities

1. Literacy skills in order to research and produce reports, management information, non-standard correspondence, minutes and accurate records of meetings.
2. Numeracy skills in order to compile statistical and financial information and undertake calculations, for example on expenditure and budget management.
3. Good interpersonal skills and the ability to encourage positive working relationships with external suppliers and with colleagues.
4. Able to organise and prioritise a workload, managing conflicting demands.