**Job description and Person Specification**

**Office Manager**

Mind in Brent, Wandsworth & Westminster

2022

**JOB DESCRIPTION**

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| **Job Title:** | Office Manager |
| **Grade & Salary:** | P01 SCP 36 £35,193 |
| **Hours of work:** | Full Time (37.5 hours per week) 5 days a week |
| **Line Management Reports:** | Volunteers  Admin staff |
| **Accountable to:** | Head of Resources |
| **Functional Responsibility:** | Operational delivery of Health and safety, reception, facilities, IT, governance |
| **Job Purpose:** | To managed good governance by developing internal procedures and systems within the organisation.  To maintenance of a safe working environment, the wellbeing of staff.  To proactively identify issues and solve problems relating to Health and Safety/GDPR and  compliance matters.  To oversee Board and good governance arrangements and assisting CEO.  To assist the senior management team.    Servicing all board level activities including minuting of meetings  Be responsible for office management, hybrid working, IT (with specialist support). |
| **Based at:** | Hybrid working. – 3 days a week. There may be occasions when you are required to be in the office more or you are require to visit other sites. |

**Main Responsibilities**

**Operational**

**Accountable for leading all activities within corporate services portfolio including, but is not limited to: -**

* To carry out day-to-day management of all ICT systems including infrastructure, server, clients, telephony, additional hardware and software ; to support the Data Protection Officer in complying with GDPR requirements and co-ordinating responses to subject access requests and other admin support in relation to GDPR.
* To be the Facilities Manager, liaise with landlord, service providers, insurance brokers and local authority to ensure that the building is fit for purpose at all times.
* To manage various projects as an when required – ie. Premises sales/purchases, major repair, key supplies tender etc.
* To manage all suppliers relating to ICT, facilities, Health & Safety & Data Protection including writing and implementing policies, carrying out appropriate tendering processes, contract reviews and contract renegotiations as necessary.
* To be the organisational Health and Safety Lead including all carrying out all risk assessments, fire safety, emergency plans, PAT and other applicable electrical testing.
* To manage the security of Brent, Wandsworth, and Westminster Mind’s main office
* To ensure continuity of support to the Senior Management Team, on governance matters including Company Secretary duties.
* To lead on organising and preparing board meetings, servicing all board meetings including minute taking. and compiling an action log, prompting owners of the actions accordingly.
* To answer any external strategic inquiries to the Charity, signposting these to the relevant manager.
* To be responsible for monitoring, collating and analysing project performance data, ensuring it is accurate and adequately meets the reporting requirements of service delivery.
* Arrangement of organisation wide events
* To ensure the smooth running of Brent, Wandsworth and Westminster Mind’s administrative function including provision of adequate and appropriate reception cover, management of suppliers for all office sundries, stationery and other office equipment

**Policy and Service Development:**

* Ensure that all staff within the team are aware of relevant policy and procedures and that communication is developed and deployed appropriately.
* To develop and support on policy development with impact across the organisation.

**Financial and Physical Resources**

* To be a budget holder for the Central Services of Brent, Wandsworth and Westminster Mind to include input to the annual budget setting and budget monitoring, as required by the Head of Resources.

**People Management**

* Support and develop the Resources Directorate i.e. Corporate Services, building a collaborative working environment and an innovative culture.
* Support and work across the wider organisation to agree prioritisation of blocks of work and related resource allocation.
* Supporting and responsible for the recruitment and development of the staff and volunteers including undertaking appraisal and personal development and, where appropriate, progressing any disciplinary or capability issues.
* To manage people effectively, ensuring accountable line management arrangements are maintained
* To promote equality of opportunity and diversity in all our services and in managing people and volunteers

**General**

* To act as an ambassador for Mind in Brent, Wandsworth & Westminster Mind at all times, promoting our values, mission and strategic objectives
* Being the face of BWW Mind, leading in stakeholder engagement and public relations, promoting the service with external stakeholders
* To ensure safe work settings and practices, intervening where necessary to mitigate and manage risk
* To be part of management on call system
* Some evening and weekend will be expected from time to time
* To carry out any other duties commensurate with the grade

**PERSON SPECIFICATION**

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| **Element** | **Description** | **Essential/desirable** |
| **Qualifications/Experience** | Educated to degree level or equivalent [desirable in business admin, Project Management, IT or a related field] or experience | D |
| NEBOSH certificate level or higher, diploma in IT systems management/ITL level 3, or equivalent qualification desirable | E |
| Maintaining & developing partnerships | E |
| Leading & managing people | E |
| Engaging effectively with stakeholders across multiple area | E |
| SLAs and their enforcement, liaising and negotiating with suppliers | E |
| Analysing & reporting outcomes | E |
| Budget management | E |
| Managing a small team of staff and/or volunteers | E |
| Carrying out facilities management and landlord negotiations including dilapidations | E |
| Carrying out and overseeing the data protection approach and its implementation. | E |
| Managing an organisation’s health and safety requirements including management of a small health and safety team (eg fire marshals, first aiders) | E |
| **Knowledge/Skills** | Project management and the project lifecycle | E |
| Health & Safety | E |
| Knowledge on GDPR | E |
| Tendering processes for service procurement | E |
| Contract retention | D |
| charity reporting requirements for Charity Commission and Companies House | D |
| Formal minute taking | E |
| Intermediate level MS Office including Word, Excel, PowerPoint and Outlook | E |
|  | Managing IT systems and acting as a super user | E |
|  | Managing off-site third party IT support | E |
|  | Servicing board and/or executive level meetings |  |
| **Attributes** | Leadership | E |
| Change management | D |
| Managing services | E |
| Service Design and implementation | D |
| Interpersonal & engagement | E |
| Managing teams and people | E |
| Budget management | E |
| Strong Verbal & written communication | E |
| Data reporting | E |
| Time management | E |
| Contract management & negotiation | D |
| Partnership & collaboration | E |

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity,

No Job description can cover every issue which may arise within the job at various times and I am expected to carry out other duties from time to time, which are broadly consistent with those description.

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Registered charity number 292708