

## JOB DESCRIPTION

**Job Title: Office Manager**

**Report to:** Operations Manager

**Responsible for:** Admin Staff and Volunteer, Work Placements, Charity Shop Staff and Volunteers, Site Cleaners

**Hours of Work:** 37.5 per week Monday to Friday

**Salary:** £25,000 per annum

**Location:** Boldmere Head Office

**Contract Type: (i.e. permanent, fixed term etc.)** Permanent

### Job Purpose

This is a key operational position which requires a high level ability to multi task.

We aim to ensure every contact with our customer counts and this role will manage and oversee that the customer journey within the charity is informative, and accurate for the customer with a focus on the monitoring and maintenance of the products and services as part of the charity's Later Life Planning offering.

Will manage the charity's administration function that covers a variety of areas across the whole charity with a forward planning and methodical approach to juggling multiple priorities and projects on a daily basis.

To manage charity shop staff and monitor income.

To oversee standard safer recruitment processes including reference requests and DBS applications.

Will coordinate facilities tasks throughout the year and liaise with tradespeople.

To set targets and using initiative to continually increase customer reach and product and service take up.

To prepare and coordinate all Board of Trustees meetings and associated papers.

### Essential Duties/Responsibilities:

#### Board of Trustees Governance Activity

1. Organisation of meetings, including coordinating Board and committee paperwork, putting together agendas and papers, circulating according to schedule and deadlines.
2. Main point of contact for trustees, coordinating trustees visits and feedback to CEO.
3. Ensure all trustee documentation is kept up to date and reviewed / updated within required timescales.
4. Minute taking at the Business Committee
5. Minute taking in the absence of the Operations Manager at any other trustee meetings
6. Circulation of relevant policies to appropriate manager via meeting cycle to ensure ratification at Board.

7. Maintaining policies and procedures and all forms master across the charity.
8. Update online staff information area quarterly with the updated policies and notify staff accordingly

### **Products and Services Activity**

9. To be the key point of contact for all products and services for customers and colleagues with a sound knowledge and understanding of the products and services on offer across ACB and Jubilee Citizens UK.
10. To monitor income and produce monthly income report to Operations Manager.
11. To plan appointments in conjunction with legal partner and keep schedule up to date, including managing the booking of appointments for customers
12. To produce monthly donation report on partners
13. To plan in service promotions across all products
14. To communicate to all staff any changes to products and promotion materials
15. To support in the promotion of services at events and plan in schedule of regular events.
16. To ensure all marketing materials are kept fully stocked with all product and services information, at all times, liaising with other managers to ensure this is across all locations.
17. To control the marketing event box, banners and all other marketing materials manage the signing in and out of the event box, banners and presentation screen.
18. To achieve marketing targets and deadlines.

### **Customer Service / Daily Activity**

19. Manage service to all customers via phone or in person, ensuring every contact counts and excellent customer service is given, referring to appropriate team, service or product offered by the charity.
20. Ensure all staff and volunteers are fully trained in referrals to services, products and appropriate signposting.
21. Coordinate facilities tasks and plan yearly actions required across Head Office and other ACB locations as required.
22. Coordinate the weekly tasks for administration team and volunteers
23. Support HR requirements, for example, references, letters, contracts.
24. To oversee the cleaning and repairs requirements at Head Office, line managing relevant staff.

25. Provide administrative support to senior managers as required –including being involved in work for new projects.
26. Manage allocated email mailboxes in conjunction with line manager.
27. Manage supplies and source best prices.
28. To ensure the opening and distribution of incoming post is in accordance with ACB guidelines and to deal with outgoing post on a daily basis, franking, sorting and mailing.
29. As required, to maintain appropriate records, maintaining filing and other systems, in line with organisational procedures.
30. Ad-hoc charity shop cover.
31. To promote a positive image of ACB at all times and to establish a professional and confidential working relationship with all staff.
32. To comply with Health and Safety arrangements within all places of work and to act in accordance with the ACB Health and Safety Policy and Procedures.
33. To work at all times within the Values and Mission Statements and the Diversity and Equality Policy of ACB, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff and volunteers.
34. Any other tasks dependent on needs of the service.

### **Charity Shop**

35. To line manage charity shop staff to ensure standards of cleanliness, tidiness and quality of stock are maintained
36. To produce weekly rota of shop cover for volunteers and staff
37. To monitor income within the shop and address any issues, providing a monthly income report to Operations Manager
38. To manage the health and safety within the shop and addressing any issues as required.

### **Skills & Qualifications:**

- Ability to lead a team by example working to the charity's mission, vision and values at all times
- Ability to line manage staff and volunteers effectively
- Excellent time management and prioritisation skills.
- Organised approach to workload and to be task focussed
- Demonstrable office experience with the ability to deal with multiple task requirements of a busy office.
- Excellent communication skills, both verbal and written.
- Efficient IT abilities and skills with working knowledge of databases and spreadsheets.
- Ability to achieve a high standard of accuracy and presentation in all tasks undertaken.
- A knowledge of customer care skills

- Ability to express ideas and information accurately.
- An understanding of quality issues within an organisation.
- An understanding of what constitutes confidential issues and the ability to apply this appropriately in all circumstances.

**Special Conditions:**

- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

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*Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:*

*Promoting good practice and prevention of harm and abuse*

*To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported*

*Updated – June 2022*