

Job Description



Office Manager

Hours: 15 hours per week (days negotiable)

Responsible to: CEO

Main purposes of the role

The Office Manager is responsible to the CEO for the smooth running of the office including amongst other things personnel administration and recruitment, maintaining and replacing IT and other office equipment and assisting the Finance Manager with some routine finance duties. Responsible for supervising the Admin Support Assistant and Admin Support Volunteers.

Main duties and responsibilities

Administration

- Provide support to the CEO and the Senior Operations Manager and oversee the work of the Admin Support Assistant and Admin Support Volunteers to ensure the smooth running of the office.
- Oversee the creation and maintenance of filing systems in accordance with CAY systems and procedures
- Oversee the resolving and/or reporting of routine IT and office equipment issues
- Responsible for maintaining and replacing office and IT equipment (subject to authorisation)
- Ensure that the office is run in accordance with agreed health and safety policies and conduct regular inspections and risk assessments in conjunction with the SOM
- Ensure that the Admin Support Assistant and Admin Support volunteers complete all routine admin support tasks including
 - Recording of incoming post, and preparation of outgoing mail
 - Ensuring stocks of stationery, leaflets, and forms are maintained and orders placed as required.
 - Answering the telephone and taking messages
 - Responding to routine email enquiries
 - Booking meeting rooms and helping to arrange meetings
 - Using photocopier, franking machine and other office equipment as appropriate

Personnel

- Develop staff and volunteer personnel records and ensure they are always up to date including holiday records and staff sickness records.
- In the absence of the Admin Support Assistant assist and provide administrative support for staff and volunteer recruitment.
- In the absence of the Admin Support Assistant provide general office induction for all new members of staff and non advice volunteers
- Oversee the recruitment & induction of admin support volunteers
- Organise the rota for Admin Support Volunteers with the Advice Session Supervisors

Finance

- Make authorised payments for staff/volunteer expenses and supplier invoices
- Bank and record cash and cheque receipts whilst working remotely
- In the absence of Finance Manager manage the petty cash

Staff Management

- Ensure effective support and development of Admin Support Assistant and Admin Support Volunteers through regular supervision sessions, appraisals and learning & development the same for Admin Support Volunteers.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.

Other duties and responsibilities

- Attend appropriate internal and external meetings as agreed with your line manager
- Help to arrange events such as the AGM & Team Meeting
- Identify your own training needs and agree with the line manager on training and development activities to be undertaken.
- Uphold the aims and principles of the Citizens Advice service.
- Abide by and assist the SOM in the implementation of Bureau policies and procedures including Health & Safety, IT, information assurance and equalities and diversity policies
- Undertake any other reasonable duties as may be required from time to time to ensure the smooth running of the organisation.