JOB DESCRIPTION

**Job Title:** **Office Manager**

**Responsible to: Director of Finances and Operations**

**Grade: 3**

**Salary: £38,000**

### Location: Head Office, 5 Trinity Street, London, SE1 1DB

**Hours of work: Full time 35 hours per week.**

**Very occasional work outside normal working hours/ the office**

**Flexible working option. 4 days per week will be considered for the right candidate.**

**USPG’s Vision is:**

For the churches of the Anglican Communion to experience a deeper fellowship together in Christ and be sources of transformation within their communities and beyond.

**USPG’s Mission is:**

To partner churches across the Anglican Communion in rethinking mission, energising church and community and championing justice.

**JOB BACKGROUND:**

**Finance and Operations**

The Finance and Operations team exist to provide effective organizational support to the work of USPG. This includes all aspects of day-to-day financial operations as well as the financial management of USPG, its pension schemes and organizational compliance. In addition, the team manages all facilities-related support including IT and phones, postal services and operational HR.

**JOB PURPOSE:**

The Office Manager will be responsible for maintaining effective office procedures & systems, managing building and facilities including IT provision via third party contracts and supplier management, human resource management and assisting Director of Finance & Operations with the smooth running of the organization. In addition, they will help ensure that USPG’s operations are in line with its stated policies in the areas of safeguarding, GDPR and Health and Safety.

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| **Principal Accountabilities** | **% Time** |
| 1. **Office management**   To support the smooth day-to-day management of the USPG office through the oversight and development of effective procedures and processes.   1. Maintain and further develop office systems and procedures, ensuring the smooth running of the office, including coordinating IT issues and office supplies. 2. To be responsible for all office resources and to liaise appropriately with suppliers including providers of office telephones and mobile phones, continuously seek value for money. Ensure that office resources and supplies stock level is maintained as required. 3. To oversee all postal arrangements – incoming post, the franking of out-going post and all courier deliveries. 4. To manage effective relationship with IT contractors (including printers) to ensure organization have required IT support and achieve value for money, to act as the main point of contact for the outsourced IT support company including the coordination of regular and emergency visits by the IT support company 5. To act as first point of contact for office, facilities, health and safety and safeguarding matters and appropriately direct/deal with the matter. 6. Provide administrative support to the Director of Finance and senior management team as required. 7. Maintain assets register and liaise with the finance team. 8. Support staff for office space provisions and health and safety. 9. Procure office equipment, furniture and fixture as required. | **30%** |
| 1. **Facilities Management** 2. To support the Director of Finance by running a room booking system for staff, tenants and external clients. 3. To manage a range of Supplier and Maintenance contracts including cleaning, security, repairs etc and, oversee coordination of scheduled work (including PAT testing for all appliances) and to keep staff informed at all times of any scheduled work that may cause disruption. 4. To manage utilities contracts and procure competitive prices and take necessary steps to aim for energy efficient building. 5. To liaise with the tenants to ensure that the shared facilities are clean, safe and well maintained. 6. Manage Capital and Building work. 7. To manage tender process for new suppliers. 8. To ensure the building is secured and appropriate access are issued to various groups. 9. To ensure the appropriate insurance policies are in place for building and content. 10. To undertake any other duties that may reasonably be requested commensurate with facilities management. | **30%** |
| 1. **Human Resources**   To manage human resources function and provide administrative support to the General Secretary and Director of Finance and Operations by:   1. Drafting documentation related to HR operational services including those relating to recruitment processes, or amendments to the terms and conditions of employment of staff as directed by the General Secretary. 2. Absence Management: manage online system to record absence (sickness, holiday TOIL) 3. To update the staff handbook on an annual basis as directed by the Director of Finance. To set up the administrative processes for new employees including payroll, DBS, right to work, references etc. 4. Implement, manage and maintain record keeping of confidential personnel files ensuring they are kept up to date, accurate and compliant with legislation, following guidance from the Director of Finance and HR Consultant. 5. To coordinate the timetable for the annual appraisal of staff and to ensure all staff rare appraised. To organize internal training programmes as directed by the General Secretary or Director of Finance 6. Provide the monthly payroll adjustments data and liaise with Finance Manager to provide the smooth running of the monthly payroll. 7. To maintain HR record and streamline all the HR record. Improve HR management by implementing new or updated systems. 8. To ensure that all the HR policies and procedures are up to date and available to staff as required. | **30%** |
| **4. Compliance: GDPR and Safeguarding**  **GDPR**   1. Be an integral part of the organisational GDPR group headed by the Director of Communications and Engagement to ensure appropriate policies are in place and implemented across the organisation.   **Safeguarding**   1. To provide complete administrative support to the Designated Safeguarding Officer (DSO) in their responsibilities and to ensure that they are aware of statutory developments and best practice. 2. In consultation with the DSO to update USPG’s safeguarding policies and to ensure they are disseminated. In particular, to ensure that all recruitment checks are undertaken properly and to organize training. 3. Manage DBS records and carry out checks for all staff, volunteers and other group as required.   **Health and Safety**   1. To support the Director of Finance in ensuring that the office work environment complies with all legal requirements including Health & Safety and act as the responsible person for fire safety. 2. To act as First Aider and get appropriate staff trained for First Aider at work. 3. To maintain all the health and safety records and risk registers, update regularly and take actions as necessary. 4. Maintain incident reports and forms and support staff to ensure all the incidents are recorded appropriately and actions taken. | **10%** |

**OFFICE MANAGER**

**PERSON SPECIFICATION**

This form shows which criteria are essential and which are desirable for the job.

They have been marked as appropriate.

**E** = Essential criteria. The job cannot be done without them

**D** = Desirable criteria. Can help the job to be done more effectively

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| **EXPERIENCE AND BACKGROUND** | **E** | **D** |
| Proven Organizational and administrative experience | ● |  |
| Educated to degree level, or equivalent |  | ● |
| Administration qualification |  | ● |
| Administrative experience in the Church or not for profit sector |  | ● |

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| **SKILLS AND ABILITIES** | **E** | **D** |
| Excellent Organizational skills with strong attention to detail, especially record-keeping and electronic filing | ● |  |
| Strong written English and numeracy skills | ● |  |
| Excellent skills on Microsoft Office software (Word, Excel, PowerPoint, Adobe Acrobat Pro, Google docs, office 365 and various ‘in-house’ systems) | ● |  |
| Good interpersonal and verbal communication skills, professional telephone manner | ● |  |
| Ability to forward plan and schedule workflows | ● |  |
| Able to relate to and work with people from a range of background | ● |  |
| Ability to assimilate information quickly and produce updates of workplace policies. | ● |  |
| Excellent time management skills; able to work proactively unsupervised and use own initiative | ● |  |
| Knowledge and understanding of health & safety, fire and building safety requirements |  | ● |
| Ability to be flexible and work as an effective member of a team |  | ● |

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| **KNOWLEDGE, UNDERSTANDING AND GENERAL** | **E** | **D** |
| Inspired by the work of USPG and in agreement with its Christian ethos | ● |  |
| Able to travel occasionally within the UK for USPG events |  | ● |
| An understanding of GDPR legislation |  | ● |
| Basic understanding of contracts |  | ● |
| Understanding of HR regulations |  | ● |