



Job Description

Job Title

- Office Manager

Location

- Aylesbury, Buckinghamshire

Position in the Organisation

- Reports To: The Finance and Operations Director
- Responsible For: The Office Administrator (as appointed)
- Working With: The Action4Youth Team

Main Purpose and Scope of the Role

The Office Manager will take responsibility for the management of Admin, HR and IT systems and processes, ensuring that the vision, mission and values of Action4Youth are put into practice:

- To be responsible for the day-to-day management of the office, including health and safety
- To be responsible for the administration function, providing support to all staff teams.
- Administrate and support the HR process
- Liaise with external IT support and external HR support
- Manage all IT requirements, maintenance, and support across the organisation
- Monitor expenditure against the Central Costs budget

Duties and Key Responsibilities

Administration

- Manage the office
- Assist the Finance and Operations Director with the annual ISO 9001 review cycle
- Assist with setting of the Central Cost budget and to monitor expenditure
- Ensure that the Charity Commission and Companies House reporting requirements are met and the annual accounts have been filed

- Ensure that calls to the office are answered and dealt with in a timely and appropriate manner
- Ensure that emails to the Office email box are dealt with by the appropriate member of staff
- Being the point of contact for office equipment suppliers and ensuring that the office supplies and resources are restocked.
- Manage on-line and paper filing of documents
- Maintain the condition of the office and arrange for the necessary repairs to be undertaken by the landlords
- Carry out staff appraisals and manage the performance of administration staff
- Respond to customer enquiries and complaints
- Perform DBS checks
- Review and update Action4Youth policies in accordance with the Policy Review Schedule
- Ensure that there is appropriate insurance cover in place for all Action4Youth sites

Human Resources

- The recruitment process:
 - to support and administer the recruitment process
 - to advertise vacancies appropriately
 - to arrange interviews
 - to ensure that Safer Recruitment processes are in place and adhered to
 - issue offer letters and contracts
- To induct staff and to ensure that an induction timetable is in place
- Support the Chief Executive and Senior Management Team with HR guidance and advice.
- Liaise with employment law and HR advisors.
- Organise and maintain personnel records
- Ensure that the employee database (BreatheHR) is up to date
- Prepare HR related documents (e.g. Personal Statement Of Terms, Employee Handbook etc.)
- Ensure that salary scales are updated and comply with minimum wage requirements
- Support employee relations including dispute resolution, disciplinaries, grievances, absence, retirement and redundancy
- Advise Managers on the terms and conditions of employment and share best practice
- Work with the Accounts Officer to manage the payroll and to ensure that the Accounts Officer is kept apprised of any personnel and salary changes
- Continuously monitor and review HR processes and implement changes where necessary
- Oversee staff attendance and absence monitoring

- Handle highly confidential information in an honest and trustworthy way
- Provide training as appropriate to ensure the delivery of HR processes.

Information Technology

- Ensure IT across the organisation is maintained as required and all staff have the equipment (hardware and software) required to perform their duties
- To be the first point of contact for the IT support and telephony suppliers
- Coordinate IT and telephony support and training
- Monitoring the IT budget
- Maintaining an equipment log
- Supervising the implementation of hardware and software updates

Health and Safety

- To have responsibility for Health and Safety in the office
- Manage Health and Safety policies and office Risk Assessments and ensure that they are observed
- Arrange for the regular testing of electrical equipment and safety devices

General Responsibilities

- Support events and meetings when required.
- Support the continued development of quality standards as specified by Action4Youth.
- To have regard for the vision of Action4Youth and to display a commitment to equal opportunities and to the protection and safeguarding of children, young people and vulnerable adults.
- Report any behaviour, conversations or comments which are inappropriate within a setting for children and young people.
- To carry out any other Action4Youth duties as required by your Line Manager, CEO or Directors.
- Administering own workload which includes meeting targets and deadlines in line with the Action4Youth Performance Management System.
- Attending relevant CPD training events in line with Performance Management appraisal.
- Undertaking responsibility, as part of the team, for all Health and Safety work related matters.
- Working within the guidelines of Action4Youth policies and procedures.