

JOB DESCRIPTION

<u>Job Title:</u>	Office Manager
<u>Location:</u>	CHAS (Bristol) Housing Advice Service, The Assisi Centre, Lawfords Gate, Bristol BS5 0RE
<u>Accountable to:</u>	Advice Service Manager
<u>Purpose of Job:</u>	Organising the administrative activities that facilitate the smooth running of the office. To oversee financial processes.
<u>Salary:</u>	c. £24,000- 27,000 (pro rata) subject to experience
<u>Hours</u>	16 hours per week, preferably worked over 3-4 days but negotiable
<u>Leave</u>	25 days leave per annum + bank holidays (pro rata)
<u>Pension</u>	Workplace pension

RESPONSIBILITIES

1. Ensure the smooth running of the office, in accordance with the office procedural manual, collecting collating and updating information as required.
2. Manage correspondence and enquiries, including taking referral information from potential clients.
3. Ensure policies and procedures are kept up to date and co-ordinate the annual review of the service in line with the Advice Quality Standard Certification.
4. Support the implementation of a new case management system.
5. Produce monthly and quarterly reports for the board and funders and contribute to the preparation of the charity's annual report.
6. Ensure office supplies and equipment are suitable to needs and well maintained.
7. Manage HR processes such as expenses and support staff recruitment.
8. Oversee the small grants programme, co-ordinating timely applications and reports; contribute to fundraising applications, liaising with our fundraising consultant and Partnership and Development Manager.
9. Ensure the budget updated as necessary, liaising with the treasurer and fundraising consultant.
10. Work alongside volunteers and trustees of the charity. There is scope to develop this area of the role to manage administrative volunteers to support your work.
11. Engage with and contribute to the development of the advice service as the charity grows.
12. To work within CHAS (Bristol) policies and procedures, including equal opportunities, health and safety and confidentiality.

PERSON SPECIFICATION

The post-holder is required to be self-motivated with strong communication skills, able to work as part of a team and prioritise their own workload.

		Essential	Desirable
Education, Vocational Training & Qualifications	<ul style="list-style-type: none"> GCSE (or equivalent) in English and Maths at grade C or above Education to degree level, or equivalent relevant qualification, or substantial training and experience in a relevant role Evidence of continuing professional development and training 	X X X	
Experience	<ul style="list-style-type: none"> At least two years' experience of office administration Experience of managing a database Experience of producing regular reports on service delivery Experience of financial administration, such as paying invoices and updating budgets Experience of working alongside and supporting volunteers Experience of working with vulnerable people Experience of contributing to small grant applications. 	X X X	X X X X
Knowledge & Understanding	<ul style="list-style-type: none"> Knowledge and understanding of budget management and financial processes. Knowledge of policies and procedures and the need to keep these up to date. Knowledge and understanding of homelessness and housing issues Understanding of quality assurance processes Understanding of HR processes, e.g. expenses, recording of leave, recruitment administration. 	X X	X X X

Technical Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written • Excellent organisational skills; the ability to co-ordinate the small grants programme and ensure we submit timely applications • Excellent attention to detail; the ability to maintain accurate case and statistical records and produce regular reports from these • Proficient in computer skills e.g. Microsoft Word, Excel, Outlook and case management systems • Ability to work successfully and co-operatively as a member of a team. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
Interpersonal skills, motivation and commitment	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to liaise effectively and positively with a wide range of individuals and organisations • Ability to work both as part of a team and on own initiative, prioritising and managing own workload and time to meet targets and deadlines • Enthusiastic, flexible and confident approach to work • Commitment to the aims of CHAS (Bristol) • A commitment to work within CHAS's equal opportunity policy 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
Other	<ul style="list-style-type: none"> • Ability to work occasional evenings, such as management committee meetings, when required (with notice) 		<p>X</p>