

## JOB DESCRIPTION

<b>Job Title</b>	Office Manager (Maternity Cover)
<b>Department</b>	Governance and Risk
<b>Reporting to</b>	Head of Governance and Risk
<b>Line Manages</b>	Facilities and Property Co-ordinator
<b>DBS check requirements:</b>	Basic
<b>Location:</b>	Avonmore Road, London W14 8RR (hybrid working, at least 3 days per week in the office)

### JOB PURPOSE

To ensure effective office management, and inclusive and safe usage and maintenance of our office and small portfolio of other properties, some of which have residential tenants. To ensure good health and safety management and training for staff, and provide excellent facilities support to colleagues.

### KEY RESPONSIBILITIES

#### Property and Office Services

- Ensure that the office is a safe, well maintained, accessible and inclusive environment for all.
- Manage facilities and service contracts for the office (and other properties as required), in a cost-effective manner.
- Manage and coordinate office services including office supplies, utilities, security contract, maintenance contract, fire alarms, cleaning contract, catering, waste disposal and recycling.
- Ensure the effective management of post and deliveries, including ensuring that incoming post is opened in line with Charity Commission guidelines.
- Responsible for office security and out of hours, acting as first point of contact in case of all call-out or emergency, liaising with the security company and facilities contractor if attendance is required.
- Ensure compliance with Health and Safety regulations and environmental best practice.
- Undertake display screen equipment (DSE) assessments and ensure appropriate equipment is procured, maintained and returned as required in line with the charity's policy.
- Develop and maintain the office manual and contribute to Business Continuity Planning. Ensure clear documented processes and procedures for office use, incidents and/or office closures are accurately maintained.
- Ensure processes and guidance relating to the office are easily accessible by staff and regularly communicated.
- Oversee the implementation of office and health & safety induction for new staff, undertaking office tours as required.
- Ensure appropriate maintenance of our non-office properties in the South East (fewer than 10), including compliance with landlord regulatory responsibilities and support for our tenants (fewer than 10), undertaking an annual visit / inspections, and managing vacant properties / land.
- Lead on the creation and management of annual property budgets, including rental income.
- Lead the work plan of the Green (Environmental) Team to measure and reduce the charity's emissions.

- Ensure a daily office management and facilities presence is maintained at Avonmore Road to support the smooth running of the office, attending yourself generally 3 days a week and any additional days when required to cover for annual leave/sickness where possible.

## Health and Safety

- Maintain and embed Health and Safety policies and procedures for all aspects of the organisation.
- Ensure that staff, and volunteers where appropriate, undertake relevant Health and Safety training.
- Be responsible for office fire extinguishers and other fire safety equipment, fire alarm tests and evacuation drills.
- Ensure that all the necessary First Aid equipment and supplies are maintained.
- Be responsible for Fire Wardens and First Aiders, ensuring appropriate numbers and training.
- Ensure an effective system for reporting and recording charity complaints, incidents, accidents and near misses monitoring, legal reporting, overseeing any corrective actions and embedding any learning.
- Ensure all relevant inspections are carried out.
- Ensure all visitors and contractors are aware of Health and Safety protocols.
- Develop and embed a Risk Assessments process and procedure.
- Provide reporting information and make written recommendations as required.

## Management

- Champion Equity, Diversity and Inclusion in all that we do.
- Demonstrate empowering and effective performance management of the Facilities and Property Coordinator, with agreed objectives and development plans in place, to enable them to excel.
- Effectively manage budgetary and financial responsibility and support the charity's culture of careful financial management.
- Maintain compliance and adherence with all processes to ensure good governance.

## General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

## How We Work

At Independent Age, we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - the experience, needs and views of older people are central to everything we do

Compassionate - we listen, care and take action

Expert - our work is evidence-based and solution-focused

Collaborative - we work in partnership to maximise our impact

Accountable - we work with integrity and transparency

Inclusive - we value diversity and always treat everyone fairly with dignity and respect  
To put our EDI Principles into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work.
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.
- develop leaders at every level to act as role models and champions for each other and encourage all staff to embrace these principles and apply them in their work.
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery.
- commit to setting target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

## **PERSON SPECIFICATION**

### **Knowledge and experience**

- Demonstrable experience in office management.
- Experience in, or ability to quickly learn, property and office facilities management basics.
- A track record of building, developing and managing good supplier relationships (including managing outsourced services contracts), including following procurement processes, ensuring development of clear briefs, value-for-money, achievement of results, compliance and commitment to our values and goals.
- Demonstrable knowledge of and experience in managing health and safety at work in an office / home-working environment.
- Experience of staff management.
- Experience of budget management and costings.
- An understanding of landlord responsibilities would be an advantage.

### **Skills and attributes**

- Customer focused, with a mission to ensure that colleagues have a good experience when they work in the office, and can easily access all of the information and support that they need to do so.
- Excellent written and verbal communications skills; ability to build strong relationships with colleagues and ensure they are kept informed, and to communicate well with vulnerable tenants and to provide them with the support they need.
- Ability to think through problems and new situations and recommend appropriate solutions or take appropriate action.
- Excellent time management and prioritisation skills, able to juggle reactive tasks with ongoing proactive work.
- Ability to self-manage, whilst ensuring your manager is kept apprised of progress and that relevant issues are escalated.
- Excellent IT skills including Microsoft applications.
- Able to occasionally travel to our properties.
- Enthusiastic, can-do attitude and approach to work.
- A demonstrable commitment to Equity, Diversity and Inclusion.
- A demonstrable passion for, and affinity with, our cause.