

CHOOSE LOVE

Job Description

Job Title: Office & Facilities Manager
Reports to: HR Director
Location: London – this an onsite role and will be required to be based in the office full time (five days per week)
Contract: Permanent

About Us

Choose Love supports refugees and forcibly displaced people across the world, making sure they have what they need, when they need it. The support we provide ranges from lifesaving search and rescue boats, to hot, nutritious food, clothes and legal advice. We're a small, agile and ambitious team who are powered by our vision of a world that chooses love and justice every day for everyone.

Role Purpose

The Office and Facilities Manager at Choose Love plays a crucial role in maintaining and enhancing the physical environment of the office. They are responsible for overseeing all office operations and facilities, ensuring that the workplace is safe, efficient, and welcoming for all employees. This role involves managing office supplies, coordinating with vendors, handling maintenance issues, and ensuring that the workspace meets the needs of the team. Beyond logistics, the Office and Facilities Manager actively contributes to building a culture of inclusivity and fun by organising events, fostering a positive atmosphere, and creating spaces where everyone feels valued and comfortable. By efficiently managing the office and its facilities, this role helps to create an environment where the Choose Love team can thrive both personally and professionally.

Core Responsibilities

- Overseeing the management and efficient functioning of the Choose Love Office
- Will lead on all aspects of customer service when responding to all Choose Love website emails and communication.
- Negotiating and managing contracts and managing external contractors and suppliers
- Welcoming and helping to onboard new colleagues

- Being the point of contact for all office and facilities related issues
- Meeting and welcoming visitors and ensuring the Choose Love office is a vibrant and inviting space
- Working with the Partnerships team to ensure there is adequate Choose Love merch in the office at all times
- Leading the health & safety and risk management element of the office
- Ensuring office systems and procedures are implemented and running efficiently
- Supporting effective internal communication with staff
- Facilitating the weekly All Staff Meetings (including liaising with each team, setting agendas, supporting external visitors, helping to create PowerPoint presentations as required)
- Supporting with events and key meetings as required

About You:

- Must be an enthusiastic, positive people focused person who can actively contribute to the Choose Love culture by creating a welcoming and dynamic office environment.
- You must be willing to be part of a close-knit and vibrant team, whilst also being able to work independently and manage your own workflow as well as that of others. To that end, you must be willing to communicate frequently with the rest of the team and be responsive to the team's needs and requests.
- Excellent time management and ability to multitask and prioritise work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organisational and planning skills in a fast-paced environment
- A creative mind with an ability to identify and implement solutions
- Team player, able to work well with others and support where needed
- You will be enthusiastic to get involved with all aspects of this varied role, to learn and grow within the organisation

Essential criteria include:

- Proven track record of effectively and efficiently running a fast paced and high functioning office
- Ability to build and maintain strong working relationships and external partnerships
- Excellent interpersonal and communication skills, will go above and beyond to ensure a welcoming and inclusive office environment
- Experience of providing office technical support, negotiating and managing contracts and external contractors
- Proficient in Office Administrative systems and procedures and utilising a variety of programmes and tools including MS Office, Google technology and emailing scheduling tools
- Strong project management skills

- Self-motivated and highly organised with the ability to work autonomously and take ownership for your own workload and schedule
- Knowledge of managing sensitive and at times confidential information and partnerships that may require a level of discretion
- Demonstrable knowledge of office health & safety requirements and risk management
- Experience of negotiating value for money contracts and driving costs efficiencies
- Flexible and happy to work out of hours when needed
- Commitment to Choose Loves values and working to improve the lives of refugees and displaced people around the world
- Committed to embedding an equality diversity and inclusion lens to all your work

Desirable Criteria but not essential.

- Knowledge of the charitable sector
- Able to be flexible with the role when needed

People are at the heart of what we do so you will be someone who is able to work with a variety of colleagues and partners as part of the role.

Application Process

Interviews will take place on the week commencing **16th September 2024**.

How to apply

Interested candidates are invited to apply by sending their CV and a covering letter stating how they meet the criteria for the role to people@choose.love by 12pm **Tuesday 10th September 2024**.

Pre-employment checks

Employment with Choose Love will be subject to the following checks prior to your start date:

- a satisfactory Disclosure and Barring Service (DBS) check
- receipt of two satisfactory references

Choose Love is committed to building an inclusive and diverse organisation and welcomes applications from all sections of the community. If you need us to make an adjustment or provide additional support as you apply for a role, please email people@choose.love to discuss in further detail.

Salary: £35-40K