



Office Manager The Olive Branch Counselling Service Recruitment Advert

The Olive Branch Counselling Service is seeking an organised, proactive and welcoming Office Manager to coordinate the daily running of our busy community counselling service. This is a central operational role that supports staff, volunteers and clients, keeps systems running smoothly, and helps ensure the service remains reliable, safe and well managed.

Key Details

Job Title: Office Manager

Location: The Olive Branch, 14 St Clement Street, Winchester

Hours: 12 hours per week (ideally split across 3 days, including Friday)

Contract Type: Fixed-term for 12 months (with the potential to become permanent)

Salary: £26,516.27 FTE (Actual salary: £8,485.21)

Responsible to: Clinical Lead

Closing Date: 11 October 2026

Interviews: 19 and 21 October 2026 (allocated date will be confirmed with successful applicants)

How to Apply: Send your CV and a covering letter outlining your interest in the role and how you meet the person specification to Recruitment@theolivebranch.org.uk

For informal queries, please contact Natalie Cosgrove-James, Clinical Lead, via ClinicalLead@theolivebranch.org.uk

About the Role

The Office Manager oversees the core administrative and operational functions of the Olive Branch. You will coordinate office systems, supervise administrative volunteers, manage room bookings and related income, support GDPR compliance, liaise with suppliers and contractors, and act as a first point of contact for general enquiries. The role suits someone who enjoys creating order, improving processes and supporting people in a setting where care, confidentiality and professionalism are essential.

Key Responsibilities

- Coordinating office administration, procedures and day-to-day operations
- Supervising and supporting administrative volunteers, including induction and task allocation
- Managing private room bookings, communication with hirers and related income
- Acting as a first point of contact for general enquiries by phone, email, post and in person
- Processing client and evaluation records, including scanning, filing and secure storage on SharePoint
- Supporting GDPR compliance, including data retention, deletion schedules and risk escalation
- Overseeing building maintenance, inspections, servicing, repairs and contractor liaison
- Managing utilities and service contracts, including monitoring provision, costs and renewal dates
- Carrying out financial administration, including banking, checking invoices and reconciling records



- Providing administrative support for fundraising, CPD and communications
- Assisting with volunteer counsellor recruitment, references, DBS checks and liaison with training institutions
- Providing regular operational updates to the Clinical Lead and Trustees

Please see the full Job Description attached for a more detailed overview of the responsibilities.

Who We're Looking For (Person Specification)

Essential criteria

- Minimum GCSE-level education or equivalent, together with relevant experience in administration, office coordination or a similar support role.
- Strong administrative and organisational skills, with experience of coordinating office systems, processes or operational activities, maintaining clear procedures and taking responsibility for their effective day-to-day delivery.
- Ability to coordinate a varied workload, balance competing priorities and respond calmly and effectively when requirements change.
- Ability to supervise and support others, including induction, task allocation, progress monitoring and constructive feedback.
- Confidence with financial administration, such as checking charges, monitoring payments, keeping clear records and resolving discrepancies accurately.
- Ability to liaise professionally with suppliers, compare quotations, monitor agreements and renewal dates, and refer decisions requiring wider approval.
- Proficiency in IT, including the ability to use Microsoft Word, Excel, SharePoint and Outlook concurrently.
- Self-motivation, resourcefulness and the ability to prioritise and manage time effectively in a busy environment where priorities may change at short notice.
- Excellent customer service and interpersonal skills.
- Ability to handle confidential information in line with Data Protection laws and policy.
- Good judgement, a practical approach to solving problems and the confidence to raise concerns, suggest improvements and provide clear information to colleagues.
- Ability to work effectively in a team environment as well as independently.
- Understanding of and commitment to Olive Branch's ethos, values and mission statement.

Desirable criteria:

- Understanding of issues relating to mental health and wellbeing.
- Experience of facilities coordination in a public-facing/community or setting.
- Understanding of relevant legal obligations, including Data Protection and GDPR.
- Experience working in charities.

About The Olive Branch

For over 25 years, the Olive Branch has provided accessible counselling to people across Hampshire. Our Humanistic ethos emphasises dignity, compassion and respect. With 50 volunteer counsellors supported by a skilled clinical and administrative team, we are proud to offer a welcoming and reliable service to clients seeking support with a wide range of difficulties.