



JOHN LYON'S CHARITY

JOB DESCRIPTION and PERSON PROFILE

JOB TITLE: Office Manager and CEO PA
Reporting to: CEO (and then COO once recruited) Direct reports: None Role Purpose: To organise and coordinate administrative duties and establish office procedures. to create and maintain an enabling work environment, ensuring high levels of organisational effectiveness, communication and safety for the Charity.
Key Accountabilities and Responsibilities <ul style="list-style-type: none">• To provide receptionist duties and be the Charity's first point of contact by telephone and for in person visitors• To respond to enquiries received by post, telephone or email.• Provide office and facilities management support to the Charity staff team.• Provide executive assistance and diary management to the Chief Executive
<i>Typical Accountabilities / Work Activities:</i> A) To provide a receptionist service and be the Charity's first point of contact by telephone, or in person responding to enquiries received by post, telephone or email. <ul style="list-style-type: none">• Provide a courteous and effective service to others when welcoming visitors to the Charity's offices• Maintain the Charity's visitor booking system, ensuring guests are accurately recorded.• Receive and respond to enquiries using agreed reference sources, judging when to pass on or involve others• Raise standard letters and documentation in response to queries and correspondence B) Provide office and facilities management support to the Charity staff team including, <ul style="list-style-type: none">• Organise and maintain office premises. Keep the office clean, stocked, and organized, especially the kitchen, conference rooms, storage cupboards, and communal areas.• Health and safety – ensure office facilities comply with current regulations, e.g. fire safety risk assessments, accident reporting, PAT testing of electrical equipment and mains electrical testing• To manage the charities' facilities and office equipment (including IT) and undertake regular risk assessments, ensuring they comply with Health and Safety and Data Protection requirements.• Stationery, materials and equipment – manage facilities budget, order and maintain office supplies.

- Building maintenance – ensure regular building inspections carried out to agreed timetable, liaise with Building Manager and Landlord to ensure building maintenance requirements are fulfilled.
- Management of the Charity's cleaning contracts and other suppliers, obtaining appropriate contractors, quotations, approvals and implementation for repairs and replacements as required.
- Act as key contact and liaison with building management, landlord, other tenants, and reception.
- Be responsible for the off-site storage, retrieval and disposal of confidential materials relating to the Charity's business and grant making activities.

C) To support the Charity with its IT function

- Work with the Charity's IT consultant to ensure equipment and systems are secure and records maintained.
- Troubleshoot on behalf of colleagues when simple IT issues arise (e.g. new passwords required).
- Liaison with IT support for set up and routine maintenance tasks of PCs, printers, telephones and other IT equipment and consumables.

D) Provide executive assistance and diary management to the Chief Executive, including,

- Manage and be a gatekeeper for the CEO's diary.
- Collate, record and disseminate board papers, documentation and other information as necessary for the Charity Management Board and other Trustee Committee meetings
- Take minutes at selected Committee meetings and provide secretarial support to CEO.

E) Organise and co-ordinate team meetings, committees and social event.,

- To book and organise events, large meetings and committees for all areas of the Charity and ensure they are administered efficiently and effectively.
- Support the Communications Team with the administration and practical tasks relating to event management.
- Preparation of meeting rooms and refreshments, to include evenings on occasions

F) Administration and risk management

- Develop and review office procedures and processes taking into consideration regulatory changes
- Work closely with third party suppliers and conduct risk assessments
- Develop and implement business continuity plan and procedure.
- Work with communications team to implement a crisis communication plan and test it regularly.
- Work with HR Manager and Grants Administrator to ensure full legal compliance e.g. DBS checks.

G) The post holder will carry out any other duties that are within the broad scope and purpose of the job as requested by the line manager. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the postholder.

PERSON PROFILE

Essential Skills, Experience and Knowledge.

- **Administrative and finance skills.** Able to handle admin tasks, answering calls and emails, numerate for financial reports, and ensure spending is within the office budget, track office supplies and inventory.
- **Time management.** Excellent organisational and time-management skills prioritising tasks, using resources wisely, and meeting deadlines without letting things slip through the cracks.
- **Technology management.** Strong IT skills and able to assist when computers act up and other office gadgets like printers. Ability to set up new software or updates. Proficient in Microsoft Office Suite (Word, PowerPoint, Excel, Outlook) and other commonly used office packages, including Outlook and Google. Experience of the use of SAGE financial software is desirable.
- **Communication and interpersonal skills:** Excellent interpersonal, oral and written communication skills, with the ability to converse at senior and board level, good at building relationships, ensuring information is disseminated correctly.
- **Health and safety experience.** Ensuring safety rules are followed, regular checks to spot any hazards, and make sure the office meets all the safety rules and laws.
- **Negotiation and relationship-building skills:** Negotiate with vendors to get the best deals
- **Adaptability** Flexibility and adaptable to changing workloads, challenges and changes in office environment.
- **Project management.** Ensuring that different projects are successfully completed on time. Ability to work under pressure with a problem-solving approach to work and attention to detail.
- **Meeting and event coordination.** Planning meetings and events
- **Office and space management.** Experience in running an office smoothly, including ordering and repairing furniture, dealing with minor maintenance issues, working with vendors and service providers, and making sure the office space is used effectively
- Experience or strong interest in the voluntary sector/not-for-profit organisation,

Personal attributes

- Punctual, accurate, thorough, flexible, resourceful
- Calm under pressure, logical and practical approach to problem solving
- Tact and diplomacy
- Reliable and dependable, accountable for own decisions
- Flexible, and able to work in a collaborative way

Date:

July 2024