

## Office Manager

**Reports to:** Director of Operations

**Salary:** £30,000 per annum

**Hours:** 37.5 hours per week (FTE)

**Contract:** Permanent

## Our Purpose

At MYTIME Young Carers, we're on a mission to level the playing field for young carers. These incredible young people take on significant responsibilities - often unsupported - and we believe they deserve the same opportunities, friendships, and support as every other child. Our work celebrates their resilience and ensures they are seen, heard, and supported.

MYTIME is a rapidly growing organisation with bold ambitions to create systemic change for young carers across the UK. We're a close-knit, values-driven team, and cultural fit matters deeply to us. As a positive and disruptive force challenging the status quo, we're looking for people who share our passion, professionalism, and drive to make a national impact.

## Job Overview

Working closely with the CEO, Director of Operations, Senior Leadership Team and Trustees, you will play a key role in creating a welcoming, well-organised and efficient working environment. You will lead the day-to-day operation of the office, support colleagues across the organisation and ensure the systems, processes and resources required for effective service delivery are in place.

The role has responsibility for managing two members of the administration team, the **Data Administrator** and **Programme Administrator**, providing leadership, support and oversight to ensure high-quality administrative services are delivered across the charity.

You will also play an important role in supporting the employee lifecycle, coordinating recruitment administration, onboarding, training and personnel records, helping to create a positive and professional employee experience.

As MYTIME continues to grow, this role will contribute to strengthening organisational processes, improving operational efficiency and enabling colleagues to focus on delivering the best possible outcomes for young carers.

You will be highly organised, detail-oriented and confident managing competing priorities. Strong communication skills, proficiency in Microsoft Office and a proactive, solutions-focused approach are essential, alongside flexibility, resourcefulness and sound judgement.

Our culture is built on compassion, tenacity, collaboration, authenticity and accountability. We are looking for someone who cares about colleagues, contributes positively to our team culture and embraces the opportunity to help shape and develop this evolving role as MYTIME continues its journey.

## Key Responsibilities

### Office and Operations Management

- Oversee the day-to-day running of the office, ensuring a safe, welcoming and efficient working environment.
- Maintain and improve office systems, procedures and operational processes.
- Coordinate facilities, suppliers, maintenance, equipment and office resources.
- Act as a first point of contact for enquiries, visitors, calls and shared inboxes.
- Manage meeting spaces, team calendars and organisational events.
- Monitor office budgets, process invoices and maintain accurate records.
- Support operational projects and organisational improvement initiatives.
- Provide administrative support to the CEO, including meeting coordination, occasional diary support and travel, transport or accommodation bookings where required.
- Act as the first point of contact for the CEO's inbox during periods of absence, including conferences and external engagements, exercising sound judgement in prioritising, responding to, and escalating communications as appropriate.

### Team Management

- Line manage the Data Administrator and Programme Administrator, providing supervision, support and performance management.
- Coordinate workloads and ensure the effective delivery of administrative support across the organisation.
- Support team development and promote a positive, collaborative and accountable culture.
- Ensure administrative processes are efficient, consistent and fit for purpose.

### HR Administration and People Support

- Coordinate recruitment and onboarding activities, helping to provide a positive employee experience.
- Maintain personnel records, HR systems and employment documentation in line with data protection requirements.
- Manage DBS checks, references, contracts, probation reviews and training records.
- Provide administrative support for HR processes, including absence monitoring, annual leave and wellbeing initiatives.

- Support the implementation of people policies, procedures and organisational initiatives.
- Respond to routine HR and office-related queries, escalating where appropriate.

## Governance and Organisational Administration

- Support Trustee and governance activities, including meeting coordination, papers, minutes and action tracking.
- Prepare and maintain organisational documents, reports, policies and procedures.
- Maintain statutory, governance and compliance records.

## Finance Administration Support

- Support finance administration, including invoices, purchase orders, expenses, paying in cash to bank and financial record keeping.
- Assist with budget monitoring, reporting, audits and financial systems administration.

## Health, Safety and Compliance

- Act as the organisation's Health and Safety Officer, maintaining risk assessments, records, and compliance with health and safety requirements.
- Coordinate health and safety, risk assessment and compliance activities.
- Ensure office systems support organisational compliance requirements.
- Escalate operational, safeguarding, health and safety concerns appropriately.

## Safeguarding

Promote and support the safeguarding of young people and vulnerable adults, following policies, procedures and training requirements.

## General Responsibilities

- Contribute to the overall aims, values and success of MYTIME.
- Act as a positive ambassador for the charity with colleagues, partners, supporters, young carers and their families.
- Build and maintain effective relationships with internal and external stakeholders.
- Work collaboratively across the organisation and support colleagues as required.
- Participate in relevant training and professional development.
- Undertake any other reasonable duties requested by the CEO, Director of Operations, Senior Leadership Team or Trustees.

## Experience and Skills

### Essential

- Experience in an office management, operations, administration or business support role.
- Experience supervising or supporting colleagues, including workload coordination and performance management.
- Experience of HR administration, including recruitment, onboarding, personnel records and training coordination.
- Experience managing office operations, suppliers, facilities, resources and administrative processes.
- Experience supporting meetings, events or governance activities, including agenda preparation, minute taking and action tracking.
- Excellent organisational and time management skills, with the ability to manage competing priorities and meet deadlines.
- Strong leadership, communication and relationship-building skills.
- High levels of accuracy, attention to detail and professionalism.
- Strong IT skills, including Microsoft Office (Word, Excel, Outlook and Teams) and confidence using a range of digital systems.
- Ability to handle sensitive and confidential information with discretion.
- A proactive and solutions-focused approach, with the ability to identify and implement improvements to systems and processes.
- Ability to work independently, use initiative and make sound decisions.

### Desirable

- Experience working within the charity, education, health or social care sectors.
- Experience supporting a growing organisation through process, systems or organisational change.
- Experience of finance administration, including invoices, purchase orders, expenses and budget monitoring.
- Experience supporting Trustees, Boards or governance functions.
- Experience of HR, CRM or finance systems.
- Experience coordinating health and safety within an office, charity, or multi-site environment.
- Knowledge of health and safety, compliance, risk management or employment legislation.
- Experience coordinating projects or continuous improvement initiatives.

### Personal Qualities

- Positive, approachable and professional.

- Compassionate and committed to MYTIME's mission and values.
- Highly organised, dependable and able to remain calm under pressure.
- Collaborative, supportive and committed to building strong working relationships.
- Flexible and adaptable, with a willingness to embrace change and support organisational growth.
- Accountable, trustworthy and able to take ownership of responsibilities.
- Resourceful and solution-focused, with a continuous improvement mindset.
- Resilient, motivated and able to manage a varied workload.
- Committed to creating a welcoming, inclusive and supportive environment for colleagues, young carers and their families.