



## SOUTHALL Community Alliance

Southall Town Hall, 1 High Street, Southall, Middlesex UB1 3HA  
Tel: 020 8574 8855

### Job Description

<b>Job title:</b>	Office Manager
<b>Duration:</b>	The post is funding dependant and subject to annual review.
<b>Location:</b>	SCA offices at Southall Town Hall, 1 High Street, Southall, UB1 3HA
<b>Hours:</b>	35 hours per week
<b>Salary:</b>	£28,000 per annum
<b>Holiday entitlement:</b>	25 days
<b>Reports to:</b>	SCA Director

### Duties:

1. To be the first point of contact for visitors and service users
2. Helping establish and maintain office procedures
3. To assist the Director with budgetary control arrangements, maintain accounts, salaries and efficient running of the charity
4. To attend and take minutes of SCA Board meetings, Community Forum and other meetings, where required.
5. To type confidential reports and correspondence, ensuring compliance with GDPR and other statutory requirements and maintain files and the filing systems
6. Use a range of software, including email, spreadsheets and databases, to ensure the efficient running of the office
7. To ensure the dispatch of agendas, minutes and other relevant material relating to SCA meetings
8. To prepare invoices, accounts, petty cash, spreadsheets, SAGE entries and diary management
9. To ensure that SCA membership list is up to date
10. Record office expenditure and manage the budget



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11. Organise the office layout and maintain supplies of stationery and equipment
12. Maintain the condition of the office and arrange for necessary repairs
13. To respond to customer enquiries and complaints
14. Review and update health and safety policies and ensure they are observed
15. Arrange regular testing for electrical equipment and safety devices
16. Taking inventory of office supplies and order and maintain stationary stocks and other office supplies
17. To help maintain and update SCA website and social media
18. To allocate work and supervise volunteers and be responsible for the smooth and efficient running of the office
19. Attend training courses and sessions, as may be required
20. To ensure inclusion and diversity in all aspects of SCA's operation and work
21. To carry out other duties including outreach work, as may be assigned by the Director, from time to time

### **Person Specification**

#### **Essential characteristics:**

1. Have at least two year's experience of working in an office environment
2. Ability to recruit, manage and supervise volunteers
3. Strong IT and typing skills
4. Excellent interpersonal skills and ability to communicate effectively, verbally and in writing, with a wide range of people
5. Able to receive visitors and to deal with their queries, signposting to other agencies, where required



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6. Knowledge of office procedures and practices and advising of timely filing of returns etc
7. Understanding of SAGE, bookkeeping, bank reconciliation or able to maintain financial records using web based financial systems
8. Can demonstrate experience of purchasing and maintaining stationary stock and other office supplies/ equipment
9. Experienced in dealing with work of a confidential nature, ensuring compliance with GDPR and other regulatory requirements
10. Ability to prepare meeting agendas, minutes, finance reports and projections
11. Experience of preparing newsletters, project monitoring reports, publicity and promotional material
12. High standard of computer literacy, including experience of Microsoft Office – Word, Excel, Powerpoint etc
13. Able to work with project partners and service users from diverse cultural and religious backgrounds within an equal opportunities' framework
14. The ability to manage your workload and supervise others concurrently
15. Negotiation and relationship-building skills with a problem-solving approach to work
16. Ability to manage SCA's health and safety responsibilities.