



Office Manager

The Olive Branch Counselling Service

Job Description and Person Specification

Role Overview

The Office Manager is responsible for coordinating the effective day-to-day operation of The Olive Branch Counselling Service's office and administrative functions. The postholder works closely with the Clinical Team, Trustees, Finance Team and external contacts, coordinates office processes, supervises administrative volunteers, and supports the effective management of operational resources, premises and service providers. The role contributes to a welcoming, organised and reliable service for clients, staff and volunteers.

Job Description

- **Administrative Responsibilities:** Coordinate office administration across the service, providing reliable support to staff, volunteers and clients. Keep office procedures, supplier information and renewal dates organised and up to date, identify practical opportunities to improve efficiency, and raise concerns or recommendations with the Clinical Lead. Act as a first point of contact for general enquiries by telephone, post, email and in person. Process statistical information from client and evaluation records, and manage the scanning, filing and secure flow of documents, ensuring accurate storage on SharePoint and timely communication with relevant colleagues.
- **Oversight of Volunteers:** Coordinate and supervise administrative volunteers, including supporting recruitment, induction and training, allocating duties, agreeing priorities, monitoring progress, providing guidance and constructive feedback, and promoting a welcoming, safe and inclusive volunteering experience.
- **IT Coordination:** Coordinate the administration of core office IT systems and access, helping new starters get set up, keeping user records accurate, offering practical first-line support and arranging professional help when needed.
- **GDPR:** Coordinate office compliance with specific responsibilities linked to GDPR, including implementation of the data-retention and deletion schedule, maintenance of relevant records, escalation of risks and support for audits or information requests.
- **Private Room Hire:** Coordinate room bookings, maintaining accurate availability, booking and usage records and clear communication with hirers. Arrange invoicing or SumUp payment requests, monitor income, follow up outstanding payments sensitively, and resolve discrepancies.
- **Wider Charity Administration:** Provide administrative support for fundraising, CPD and communications, including recording donations and thanking donors, maintaining relevant contact records, supporting venue bookings, coordinating content for internal and external newsletters, making minor website updates, and contributing to the charity's online presence.
- **Reporting:** Support counsellors with monthly reports and provide regular operational updates to the Clinical Lead and Trustees on office administration, facilities and utilities, supplier arrangements and administrative volunteers.
- **Building Management:** Coordinate the day-to-day care of the premises, keeping track of inspections, servicing, repairs and routine maintenance. Maintain clear records, seek quotations, liaise with contractors and raise any building, health and safety, service or cost concerns promptly. Manage utilities and facilities contracts, including energy, water, telephone, broadband and waste. Maintain contract and

renewal schedules, monitor service provision, invoices and expenditure, obtain and compare quotations, liaise with suppliers and make recommendations regarding renewals, contract terms and supplier changes to support service continuity and value for money.

- **Finance Administration:** Carry out accurate financial administration for office activities, including weekly banking of cheques and cash, keeping purchase and expenditure records, reconciling information with the Finance Team and helping to resolve any discrepancies.
- **Recruitment Support:** Support the volunteer counsellor recruitment process by communicating with candidates, scheduling interviews, obtaining references and DBS checks, and liaising with local training institutions to advertise placement opportunities at The Olive Branch Counselling Service.