

# Office Manager

**Full-time** (part-time considered)

# Recruitment pack

January 2025



# 1. Our organisation

Healthwatch Islington works to improve care in and around Islington. We are a small organisation, but we are ambitious about reaching the residents who are least likely to have a voice. We are a growing team, now 10 people, and as such we need more support to ensure we are delivering as effectively and efficiently as possible.

We are part of a national network of Healthwatch organisations. Healthwatch Islington is a positive place to work. Our staff and volunteers say that they feel valued and that they feel that they are making a difference for local people.

## Our vision and values

Healthwatch Islington is working for improved health and social care outcomes for local residents.

**We will work in ways which are:**

- **Inclusive:** encouraging participation from people across the borough,
- **Influential:** using evidence from our community and knowledge of key policy to inform commissioning and delivery of services,
- **Responsive:** rooted in empathy and compassion, and up-to-date with policy so that our work is relevant,
- **Professional:** with integrity, treating everyone with respect,
- **Collaborative:** working with others to maximise the impact of our work.

## 2. Who we're looking for

We're looking for an Office Manager to help ensure the smooth running of our activities.

You'll have a passion for organising and a flexible approach. You will help ensure that meetings and events take place in suitable venues, at convenient times and are accurately minuted. You'll liaise with the external premises facilities team as and when necessary to ensure the smooth and safe running of the office environment. You'll also act as the main point of contact for external contractors such as our phone/ internet providers.

You'll support the CEO with diary management and help us ensure Board meetings, volunteer events and staff meetings/activities take place throughout the year. Our Board meet six times a year on a Tuesday evening, so you'll need to be available for those.

We are keen to emphasise that applications are welcome from candidates who may have some but not all of the skills listed in the person specification. However, you must answer all the points in the person specification, so if you don't have experience of using a particular skill in a work environment, you can use examples from elsewhere.

## 3. The role

### Office Manager

**Hours of work:** 28/35 hours per week (part-time 4 days/full-time)

**Annual Leave:** 25 days plus bank holidays (pro-rated if part-time)

**Salary:** £30,000 pro-rata

**Pension:** Healthwatch Islington operates an auto-enrolment pension scheme. Currently employer contribution is 3% and employee contribution is 5%

**Location:** The post holder will be primarily based at our offices at Claremont Project, Angel. It is expected that the post-holder will be office-based.

### Role description

**Responsible to:** Chief Executive

### Primary Job Function

To provide day-to-day administrative/office support to the Healthwatch Islington team, primarily the CEO and Board

### Duties and Responsibilities

- Arrange and minute Board and staff meetings and away days including booking (internal and external) speakers

- Ensure Board and staff meeting discussions are actioned; tracking, chasing up and supporting actions as required
- Provide support to the Board/CEO on a range of governance issues including trustee recruitment, policies and procedures and arranging and recording trustee training
- Provide high quality administrative support to the CEO
- Lead on HR administration processes including recruitment and DBS tracking
- Work with staff team to design and implement a staff learning and development programme including booking training opportunities
- Liaise with external premises facilities team as and when necessary to ensure smooth & safe running of office environment
- Act as main point of contact for external contractors such as phone/ internet provider
- Carry out day-to-day office tasks, e.g. responding to routine enquiries, maintaining stock cupboards, filing paperwork, photocopying, scanning, printing, dealing with incoming and outgoing post, ordering stationery and equipment
- Manage a budget for office related expenses such as stationery, refreshments and small equipment
- Support wider team- where capacity allows- with administrative tasks and event preparation.

**ADDITIONAL:**

- At all times carrying out responsibilities/duties within the framework of Healthwatch Islington's policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with relevant legislation, in particular Data Protection, Health and Safety and Equality legislation.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

- The post holder is expected to be committed to Healthwatch Islington's core values of independence, effectiveness and transparency and to demonstrate this commitment in the way they carry out their duties.

## Person Specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following criteria.

### Essential

1. Excellent communication skills, written and verbal, including minute-taking
2. Strong organisational skills including the ability to support the organisation of meetings and events- ensuring that meetings and supporting materials are accessible
3. Ability to work well across a team of staff and volunteers
4. Ability to use ICT including Microsoft Office, internet, and e-mail
5. An understanding of and commitment to equity, diversity and inclusion and safeguarding, and the implications for this role
6. Experience of managing data in line with Data Protection requirements
7. Willingness to work evenings and weekends occasionally by prior arrangement
8. Strong problem -solving skills and a proactive approach

### Desirable

9. Awareness of/ interest in Islington health and social care services
10. Knowledge of the diversity of the Islington population
11. Experience of event management or HR support

## 4. The recruitment process

Interested parties will need to complete an application form outlining their experience and **how they meet the criteria in the person specification**. You will need to answer each criteria, both essential and desirable criteria. If you don't have relevant experience from work, you can include experience from volunteering, studying etc or include an example of what you would do to meet this criteria. Missing out criteria means you will score '0' against the criteria.

Applicants should send a completed application to [luke@healthwatchislington.co.uk](mailto:luke@healthwatchislington.co.uk) by **9am on Sunday 23rd February. Late applications will not be considered.** You can

send your completed Equality Monitoring Form separately to [info@healthwatchislington.co.uk](mailto:info@healthwatchislington.co.uk). This information will be treated as confidential and will not be used as part of our assessment process but will help us analyse our processes.

You can call Laura Saksena on 07984 445668 to find out more about the role.

**Interviews are scheduled to take place shortly after the application deadline.**

Decisions will be made the following week and all interviewed candidates will be notified.