



## Role description: Office Manager

Job title	Office Manager
Employment status	Permanent (subject to completion of 6-month probation)
Working pattern	Part time (21 hours per week, preferably split over Mon-Fri but with flexibility)
Salary	£28,000 per annum pro rata (0.6 FTE)
Location	Office-based (London)
Reports to	TBC
Management responsibilities	Volunteers
Benefits	5% employer pension Access to cycle to work scheme (after probationary period) Access to Employee Assistance Programme (after probationary period) 24 days annual leave (pro rata), in addition to bank holidays, increasing after 5 years of service

### About the role

Are you an experienced administrator with a passion for using your skills to help improve the lives of older people? Join our team!

You would be at the heart of Care Rights UK's work, supporting our small team to deliver our ambitious aims. You would manage the office to ensure smooth running of our processes and help us improve our efficiency. You would provide administrative support across our services, campaigns, research and policy work, helping us to raise our profile. You would support our members and Lived Experience Group, helping us to grow and diversify our reach.

You would be welcomed into our small, dedicated, friendly team. Working alongside colleagues who are experts in their field, there would be dedicated time for co-learning and sharing knowledge and skills.

The ideal candidate will be a positive, can-do person, with a passion for using their organisational and interpersonal skills to champion the rights of people needing care.

This is an exciting period of change for the charity, as we invest in growing our services and seek to diversify and increase our reach across the UK.

[www.carerightsuk.org](http://www.carerightsuk.org) | [team@carerightsuk.org](mailto:team@carerightsuk.org) | 0207 359 8148

LinkedIn: [/Care-Rights-UK](https://www.linkedin.com/company/care-rights-uk) | Facebook: [/CareRightsUK](https://www.facebook.com/CareRightsUK)

Care Rights UK is a registered charity in England (1020194) and a company limited by guarantee (2813362)

We value equality and diversity. We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, disability, or carer status.

## Role description

### Responsibilities:

- Lead the day-to-day office management to ensure smooth running of our processes, including overseeing supplies, health and safety, workstation assessments and DBS checks
- Monitor Care Rights UK's office email and telephone, fielding queries or responding appropriately
- Administer membership and donations, including managing relationships with members and donors, managing a supporter database, developing our membership offer
- Support our Lived Experience Group, encouraging people with experience of using care services to get involved in Care Rights UK's work
- Assist with finance and fundraising administration, including monitoring payments and expenditure, processing membership payments and donations, helping to promote income-generating activities
- Provide admin assistance to our advice services, policy work, research, campaigns and communications including maintaining the website, managing our mailing lists, disseminating newsletters and surveys
- Assist with Governance admin, including scheduling meetings, providing logistical support, helping to produce Board papers and note taking
- Lead in organising Care Rights UK events, including our annual member's meeting
- Support the director with developing and maintaining office policies and procedures, including health and safety and human resources
- Develop and maintain relationships with relevant stakeholders, including our health and safety and HR service, building manager and suppliers
- Oversee the capture and tracking of relevant key performance indicators
- Undertake other duties that may be necessary from time to time

## Person Specification

### Essential criteria:

We would expect candidates to explain in their cover letter how they meet most of the criteria listed below

- A commitment to Care Rights UK's vision, purpose and values
- Experience in an office management or administrator role
- Excellent organisational skills and ability to take ownership over tasks, prioritise competing tasks and deliver them to tight deadlines
- Excellent oral and written communication skills, the ability to communicate clearly with a wide range of people and a good telephone manner
- Excellent interpersonal skills, including ability to demonstrate empathy to people affected by trauma or loss
- An understanding of working in an environment where the team has frequent exposure to emotional and distressing situations

- Experience of working independently, working on own initiative and maintaining motivation
- Experience of working effectively as a member of a small team and a positive, problem-solving approach
- Excellent IT skills and good knowledge of Microsoft Office programmes, including Word, Excel and Teams
- Knowledge of data protection and commitment to the importance of good data management
- Knowledge of effective filing systems both digital and physical
- A strong commitment to confidentiality and respecting the privacy of clients
- Good data entry skills and knowledge of databases
- A strong commitment to equality, diversity and human rights

### Desirable criteria:

These are 'nice to have's' – you may reference these in your cover letter too

- Good numeracy skills
- Working knowledge of Sage, Zoom, Mailchimp or Beacon CRM
- An interest in, or direct/indirect experience of, adult social care
- Experience of working with older people
- Experience of working for a small charity
- Experience of working part-time in a fast-paced environment

### Other requirements:

- Entitlement to work in the UK
- Ability and willingness to work to local policies and procedures, including confidentiality, safeguarding, non-lone working and health and safety
- Successful applicants will be required to undergo a Disclosure and Barring Service check

## How to apply

We look forward to receiving your application!

To apply, please send us the following via email:

- A cover letter that explains how you meet the criteria in the person specification above
- Your CV

The cover letter is central to our selection process. We use the information you provide in the letter about your skills and experience to decide whether or not to invite you for an interview. It is important that you explain in your cover letter how you meet the essential criteria outlined above, giving specific examples from your past experience. Your letter should be no longer than 3 pages.

Please send your cover letter and CV to our director, Helen Wildbore, to [team@carerightsuk.org](mailto:team@carerightsuk.org)

Closing date: 9am, Monday 2 December 2024

Interviews will take place on 5 or 6 December (time to be confirmed with shortlisted candidates).

“Working with my colleagues at Care Rights UK is a such an honour. The shared values, enthusiasm and passion of staff, volunteers and those that support the charity to bring about change is perpetually inspiring.”  
Emma Williams, Advice and Programmes Manager at Care Rights UK

### Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application.

### Hearing from us

As a small charity, unfortunately we will be unable to reply to all candidates about their application. If you haven't heard from us by 4 December, please assume that your application has not been shortlisted on this occasion.

## About Care Rights UK

### Our vision

The best quality of life for older people needing care.

### Our purpose

Care Rights UK is your care champion, the charity focused on promoting the rights of people in care.

We want people to know their rights and how to use them. We offer information, advice and support to empower people using care services and the relatives and friends who help them.

As a community of families and experts, we have joined forces to fight for better lives for people in care. We identify poor care and highlight good practice, and demand a better care system.

### Our values

#### Well-informed

We value knowledge, particularly from people's every day experiences of care and support services. We are trusted for our expertise on care and rights, and for our integrity.

## **Independent**

We're proud of our independence. It gives us the freedom to speak out, adapt to changing circumstances and work with others to make care services better.

## **Courageous**

We fight for change where it's needed so that people who need care and support have their rights respected.

## **Empowering**

We value each other and are more powerful together. We listen and we support one another. Our community makes us stronger.

## **More information**

Information about our staff team and Board of Trustees is available on our [website](#).

Information about our three-year strategic plan is on our [website](#).

If you would like an informal chat to learn more about the role, please contact us on [team@carerightsuk.org](mailto:team@carerightsuk.org) or call 0207 359 8148.

We wish you the best of luck with your application and we look forward to hearing from you.

"Leading our small, dedicated, friendly team is a real privilege. With an expanded team and investment in our systems, now is an exciting time to join us as Office Manager. We look forward to welcoming a new member to the team."  
Helen Wildbore, Director of Care Rights UK