



Greville House
10 Jury Street
Warwick
CV34 4EW

www.panspandasuk.org

Charity No: England – 1178484 | Scotland - SC053206

ROLE DESCRIPTION – OFFICE MANAGER

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| Job Title: | Office Manager |
| Reporting to: | Chair of Trustees |
| Location: | Home based |
| Hours: | Part time - 15 hours |
| Terms: | Permanent contract |
| Salary: | FTE £26,325 (actual £10,530) |
| Pension: | NEST Scheme |
| Annual Leave: | 28 days pro rata (inclusive of bank holidays) |
| Normal working week: | 37.5 hours |

What we can offer you:

- Flexible, remote working from home.
- A positive and friendly staff culture.
- Annual in-person meet-ups as a team.
- Laptop and Phone as required.
- Option to discuss and set your own regular working hours.
- The opportunity to make a difference to a growing charity and a large, engaged community.
- Organisation wide shut down at Christmas in addition to your holiday entitlement

ABOUT US

PANS and PANDAS are complex neuro-psychiatric conditions which are frequently misunderstood and misdiagnosed. PANS PANDAS UK are the only charity in the UK working to improve outcomes and ensure brighter futures for people affected by PANS and PANDAS.

We provide support and information to families, and work tirelessly to inform medical practice, raise awareness, engage with medical, social work and educational professionals, and much more.

We are a small team based at home in various UK locations. We keep in touch frequently online and have a warm, supportive and positive culture.

OVERALL PURPOSE

The charity is growing and as such we have undergone a small restructure resulting in the creation of this new role.

We are looking for someone to offer excellent administrative support to the charity. We see this role as being central to the smooth running of the organisation with the successful applicant seeking out and implementing processes to improve efficiency.

The Office Manager will need to be a great communicator, with responsibility for the management of the small Community Team and have oversight of the membership programme. This important role will require a solution focused, independent thinker with a flexible and agile approach, no two days will be the same.

KEY RESPONSIBILITIES

- Providing excellent admin support for the Health Services Development Lead and the Education Lead as required
- Ensuring that high level health and education meetings are fully serviced, included preparation of agenda, circulation of papers and preparation of minutes. Also to include organisation of in-person meetings
- Ensuring all staff and selected volunteers undertake regular safeguarding, GDPR and (other identified) training and keep accurate records
- Managing the induction process for charity volunteers/new staff members including ensuring that all induction materials and records are kept up to date
- Supporting the Education Lead and Teacher Trainer with fortnightly admin tasks including keeping records of evaluation surveys and making CPD applications
- Ensuring internal systems and processes are effective and proactively finding ways to improve them
- Line managing Community Team (Community Response Coordinator and Community Champion)
- Oversight of the community membership programme
- Management of fortnightly staff meetings and supporting internal communications as directed by the Communications Lead/Board of Trustees.
- Gathering of quarterly progress reports from the team two weeks prior to each board meeting
- Assembling content for quarterly newsletter and quarterly medical professional's bulletin
- Co planning and participating in an annual planning day/weekend with the staff, trustees and key volunteers
- Lead on data protection /GDPR.
- Manage the HR dashboard, Breathe HR, prompting line-managers to complete appraisals and regular one-to-ones.

- CRM – main point of contact for Beacon, creating templates and providing reports, prompting staff to keep contacts up-to-date.
- Oversee the administration of conference attendance by the Charity, including risk assessments, resource ordering, accommodation and travel for staff and volunteers attending

ESSENTIAL CRITERIA

- Excellent and efficient minute taking
- Proficiency in MS Office suite including the use of Sharepoint, Word, Teams, Excel, PowerPoint
- Sufficient flexibility and initiative to adapt to new challenges and the ability to adjust plans accordingly
- Time management skills to meet deadlines and utilise charity resources effectively
- Excellent attention to detail and record keeping
- Ability to develop and improve processes
- Motivated, co-operative, flexible and pro-active team player
- A willingness to develop and learn new skills

DESIRABLE CRITERIA

- Meeting and event co-ordination skills for example planning meetings and events, identifying and booking suitable locations, organising transport, refreshments and accommodation
- Working knowledge of Wordpress, Canva, Asana, Brevio (CRM) and DotDigital systems

The purpose of this job description is to focus attention on the most important aspects of the role, it is not intended to be a complete list of the duties undertaken and will require flexibility and change as the role develops and the charity grows.