

ROLE PROFILE

Job Title:	Office Manager (Maternity Cover)
Based:	The Stables, 1A Merchants Place, Reading RG1 1DT / 135 Cardiff Road
Hours:	Full Time, 9am-5pm Mon-Thurs; 9am-4:30pm Fri
Contract:	Fixed Term
Reporting to:	Head of Finance
Remuneration:	£27,000 per annum FTE
Direct Reports:	Not applicable

Job Purpose: To manage the administrative activities that facilitate the running of the office. Ensuring that office equipment is maintained to the appropriate levels and to manage the contracts relating to these functions.

To be responsible for coordinating, planning, and leading IT-related activities within Launchpad Reading. Determine the IT needs of Launchpad and be responsible for implementing IT systems to fulfil Launchpad's operational requirements.

Overall Objectives

- a. To oversee the administrative activities that facilitate the running of the office
- b. To manage the IT functions within Launchpad and provide a first point of contact for Launchpad staff requiring support or assistance with IT
- c. Provide support to Launchpad teams, clients and visitors via phone, email and in person

Key Duties

Office Management

- To be responsible for the operation of the office admin including:
 - Manage the office supply contractors to include watercoolers, fire alarm system, CCTV system, panic alarm system, waste disposal, franking system, printing system, air conditioning and IT providers.
 - Receipt and distribution of incoming post and deliveries, and distribution of internal mail and the collection and posting of outgoing mail and packages.
 - Maintaining stocks and ordering supplies of stationery, kitchen supplies, recycling/refuse and toiletries.
- Provide verbal and written reports to the Senior Management Team regarding all office contracts.
- Negotiate Service Level Agreements or contracts with office suppliers to ensure best value for money outcome based on Launchpad's requirements.
- Prepare for contract renewals and complete a tender process where appropriate.
- Regular testing of the CCTV, Fire Alarms and Panic Alarms.
- Create, manage and maintain database of contracts with suppliers and ensure that timely review is given prior to break clauses or end of contract term.

- To ensure all staff have their required equipment including: IT equipment, door access fobs, keys, mobile phones etc. (as appropriate).

Financial

- To be responsible for the accurate operation of the main petty cash tin, and provide monthly documentation and reconciliation of expenditure to the finance team.
- To manage office admin expenditure within the budgeted levels.
- To assist with the weekly banking process when required.
- To be responsible for the accurate reconciliation of Big Issue sales and provide weekly documentation to Big Issue.

IT Management and Support

To act as first point of contact for and provide initial support and assistance to Launchpad staff requiring assistance with IT hardware, software and phones. To also, liaise with external IT support companies; printer providers; mobile phone providers etc. on support matters (including, but not limited to: MFG, Connect Total, Scion, Archway, People Safe).

- To take a lead role in the strategic planning of Launchpad's IT systems.
- To plan, implement and develop new IT systems or processes as they are needed.
- Provide verbal and written reports to the Senior Management Team on changes required to the IT systems and relevant implementation planning.
- Communicate to all staff on any changes regarding IT.
- Develop, review and implement IT policies and procedures to ensure they comply with current legislation and Launchpad's operations and activities.
- Work with HR to ensure that new staff are issued with IT equipment and phones as needed in a timely manner.
- Liaise with HR and line managers to ensure that equipment issued is recovered from staff leaving the organisation.
- Induct and train new employees with IT processes.
- Create, manage and maintain comprehensive database of IT hardware and software.
- Work with Support Teams to manage and maintain databases for staff safety software.

Team Support

- Managing admission to the building including the issuing of fobs, greeting visitors with appointments and on occasion refusing entry as required.
- Undertaking Big Issue sales to street vendors and vendor liaison.
- Receiving donated goods and items.
- Oversee client database.

Enquiry Handling

To provide a supportive enquiry handling function for in person callers to Launchpad and enquiries received via the main office phone number and general enquiries email address.

- Appropriately redirecting enquiries externally to specialist advice services or other agencies.
- Providing information about Launchpad and Launchpad services (pathways, fundraising, events, volunteering).

- Appropriately redirecting enquiries internally to Launchpad teams and departments (fundraising, volunteering, housing, finance, HR etc.).
- Receiving, filtering and redirecting offers of donated goods and fundraising; receiving donated goods and items.
- To provide the above in accordance with data protection and safeguarding procedures.

General

- The role will take on any other reasonable requests made by management, as appropriate, including the undertaking of project work as directed by the Head of Finance.
- Undertake personal training and development, including health and safety and safeguarding.
- To promote and develop opportunities for clients to participate in the management and development of Launchpad and its services.
- To attend and participate in team meetings, conferences.
- To contribute as an individual and a member of a staff team towards the development of Launchpad Reading in terms of provision and policies.
- To operate within the framework of procedures and policies of Launchpad Reading
- To carry out any other reasonable duties as delegated.

PERSON PROFILE

Knowledge & Education

- Understanding of Microsoft operating systems
- 5 GCSEs including English and Maths at grade C or above
- Knowledge of homelessness issues
- Understanding of safeguarding

Skills, Abilities & Behaviours

- Excellent planning and organisation skills
- Excellent time management and ability to prioritise/flex according to circumstances
- Ability to work with people with complex needs or in distress
- Ability to take a flexible and adaptable approach to a varied workload
- Willingness to learn new IT systems
- Excellent IT skills including Microsoft Office suite
- Ability to understand technical and non-technical IT support requests
- Ability to work as part of a team and be supportive to colleagues whilst also able to work on own initiative
- Ability to keep calm under pressure, managing multiple and conflicting priorities
- Ability to adapt communication style to different groups including clients, management, employees, volunteers, suppliers
- Ability to recognise risk and implement safeguarding procedures and reporting where necessary
- Professional, approachable, confident and empathic manner

Experience

- Experience of managing administration systems and procedures
- Experience of team working
- Experience of working on own initiative
- Experience of working in highly confidential environment and following appropriate policies and procedures; and experience of working to the Data Protection Act policies and procedures
- Experience of working with vulnerable people
- Experience of managing conflict