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| **1. Post** | | | | |
| Post: | Office Manager | | | |
| Department: | Directorate | | | |
| Salary: | £28,000-30,000 | | Date of appointment: | ASAP |
| **2. Supervisory responsibilities/position in structure** | | | | |
| Responsible to: | | Chief Executive | | |
| Responsible for: | | Office volunteers | | |
| **3. Main function of job** (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required) | | | | |
| The Office Manager is central to keeping the Lullaby Trust working on a day to day basis. This role brings together admins and governance in the four main areas:   1. To oversee the day to day management of The Lullaby Trust’s facilities, resources and core administration functions 2. To provide support to the Board of Trustees and sub-committees 3. To oversee the administration of human resources 4. To oversee the management of office volunteers | | | | |

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| **4. Main duties** (brief description) | | | | |
| Duties/Responsibilities | | Level of responsibility: direct or indirect (D/I): | | |
| 1. **To oversee the day to day management of The Lullaby Trust’s facilities, resources and core administration functions**  * Manage all aspects of facilities and general office administration to ensure that The Lullaby Trust operates in a professional and efficient environment at all times * Manage all budgets relevant to the Office Manager’s role * Ensure daily post is completed * Liaise withlandlords and relevant contractors on all office, tenancy and building issues, including office relocation (if required) * Ensure that The Lullaby Trust complies with health and safety, and other legislation affecting Employees * Ensure smooth running of office systems (IT support for hardware, software, Raiser’s Edge database and SharePoint/Azure file storage], telephones, archiving, recycling, etc), including management of contracts and suppliers to get best value for money * Ensure effectiveness of Business Continuity Plan * Ensure good administration of the charity by managing calls to the mainline number, stationery, couriers, office equipment, etc * Overseeing meeting room requests * Act as a “super-user” on Raisers Edge, with special responsibility for: maintenance of staff and former staff records and monthly Data Entry Audit * Support the Finance Team with daily banking  1. **To provide support to the Board of Trustees of The Lullaby Trust**  * Organisation of Board meetings and preparation and circulation of papers * Providing support to the Chair and other members of the Board of Trustees and Committees as required, including travel and expenses queries * Production of minutes for Board and Committee meetings * To ensure Members of the charity are communicated with regularly * Coordinate SMT meetings, including preparation of agenda, minutes and actions | | D  I  D  I  D  D  D  D  D  D  I  I  D  D  D  D | | |
| 1. **To manage the administration of HR for The Lullaby Trust**  * Act as a liaison with the charity’s HR adviser to ensure systems and policies are up to date * Manage the charity’s HR system, People HR, and support staff where necessary * Ensure that personnel records are comprehensive and up to date, including sickness, appraisals, personal development forms, contracts, letters etc and administer them in accordance with Data Protection legislation * Oversee the induction of all new staff and volunteers to make sure that they feel welcomed by the charity and are fully informed about key procedures relating to their employment * Work with the Chief Executive and charity’s HR advisor on discrete projects as required * Process and support all recruitment with the line manager, ensuring that all of The Lullaby Trust’s policies and guidelines are followed, and act as the first point of call for candidates and agencies * Research and coordinate training and learning sessions, working with internal and external trainers * Monitor key indicators with line managers including staff sickness, turnover, equal opportunities forms * Ensure that the employee and trustee handbooks are kept up to date  1. **To oversee the management of office volunteers**  * Oversee the charity’s volunteer applications and liaise with potential candidates to establish key skills/experience of the individual * Determine key areas/gaps within the charity’s resources and present relevant applications to the Senior Management Team to address department requirements * Manage the volunteer working schedule and communicate to team in conjunction with the Office Administrator   *Priorities for the year and key tasks are reviewed regularly. They are subject to updates in line with specific needs for each region, decisions made at the Lullaby Trust’s strategic reviews, and funding requirements.* | | D  D  D  D  I  I  I  I  D  D  I  D | | |
| **5. Requirements to carry out job** | | | | |
| Essential or desirable requirement – please indicate against each heading | | | E | D |
| Qualifications/education required: | | |  |  |
| GCSE standard  Degree/Higher Education | | | E | D |
| Competencies required: | | |  |  |
| High competence with Microsoft Office packages  Good command of spoken and written English  Experience of handling confidential internal and external information  Experience of using a CRM database. Raiser’s Edge experience would be ideal.  Experience of admin or office management  Minute-taking experience | | | E  E  E  E  E | D |
| Specialist training required: | | |  |  |
| Training will be provided on safer sleep advice and bereavement support issues. | | |  |  |
| Any particular aptitude/skill required: | | |  |  |
| Confident, independent worker  Ability to manage colleagues, including those at a senior level  Ability to use own initiative | | | E  E  E |  |
| Personal characteristics required: | | |  |  |
| Excellent communication skills and sensitivity to bereavement | | | E |  |
| **6. Special terms** | | | | |
| Working hours: | 9-5 Monday to Friday. The role is office-based in our office near Victoria station in London. | | | |
| Benefits | 25 days annual leave per annum plus public holidays. The office closes between Christmas and New Year and staff are not required to use annual leave for this period.  Eye-care vouchers and child care vouchers after probation period  Free travel loan to work after probation period  Matched pension contributions up to 5% after 3 months  The Lullaby Trust operates a company pension scheme into which qualifying employees will be automatically enrolled after 3 months. Default contributions are by salary exchange with the employee and The Lullaby Trust each contributing 4% of salary. | | | |
| Application details | Please apply by completing the application form by Wednesday 22nd January. Interviews will take place during week of 27th January 2020. | | | |