

**MIND IN CAMDEN**

**Job Description**

**Office Manager**

Job Title: Office Manager

Accountable to: HR Director

Accountable for: No direct reports

Contract Type: Permanent

Hours per week: 21

Salary: NJC Scale points 19-22

Based at: Barnes House, 9-15 Camden Road, London NW1 9LQ

Purpose of the job: To manage the office space – oversee the day to day running of Barnes House and deal with facility and H&S tasks in an effective and timely manner, escalating issues where required along with adhering to all company policies and procedures. To also provide administrative support to the HR and Director on a variety of tasks.

**Main Tasks**

**Organisational Responsibilities**

* Manage the office space to a safe and high standard – including Reception always having cover
* Ensure current H&S legislation is adhered to and oversee the wellbeing of all staff, volunteers, service users and visitors
* Respond to crisis and escalate safeguarding issues and complaints effectively
* Take part in projects and focus groups as required
* Carry out internal audits
* To organise and run company events as directed by the HR and Operations Director
* To become one of the charities’ First Aider and Fire Marshal`s (if not already trained)

**Service Responsibilities**

* Carry out DBS checks for volunteers and staff
* Liaise with outside agencies and with other Mind in Camden services
* Produce reports on areas relating to the team’s work as requested
* H&S administration and facilities management – including issuing company property and it`s return, overseeing contractors and carrying out risk assessments as required
* HR, governance and finance administration
* Recruitment – being the internal recruiter for both staff and volunteers and supporting the relevant Hiring Manager
* Training and Induction – to host company induction for new starters and to organise courses as appropriate for staff and volunteers, ensuring renewal dates do not expire
* Work in connection with the cleaning, IT and telephone providers and keep in contact on a regular basis

**General responsibilities to ensure that the HR and Facilities Team works smoothly**

* Provide cover for other members of the team, for example for holidays and other absences
* Assist other members of the team when there are particular pressure points in workflow
* Keep your manager appraised of progress, changes and potential problems
* Participate in team meetings, external meetings and wider Mind in Camden meetings
* Be accountable to your line manager through supervision and appraisal
* Undergo training that is consistent with satisfactory performance in post
* Use systems to create efficiencies and streamline processes
* Undertake any other tasks related to the work of the HR and Facilities Team as required by your line manager

**All staff are expected to:**

* Recognise changes in circumstances promptly and adjust plans and activities accordingly
* Find practical ways to overcome barriers
* Present information clearly, concisely, accurately and in ways that promote understanding
* Assist in creating a sense of common purpose
* Make best use of available resources and proactively seek new sources of support when necessary
* Act within the limits of their own authority
* Be vigilant for potential risks and hazards
* Take pride in delivering high quality work
* Take personal responsibility for making things happen
* Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups
* Consult with their work group about matters which directly affect their work
* Deal appropriately with service user complaints

**Main conditions of Service**

* The salary is within NJC scale points 19-22, starting at point 19 and rising by annual increment. The salary is point 19 is £35,224 (pro rata per annum). It includes our Inner London Weighting Allowance
* Overtime is not paid, but time off in lieu may be granted
* Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme
* The hours of work are 21 per week with normal hours being 9.30–5.30 with a one hour lunch break (unpaid). Occasional evening or weekend work may be required
* Annual leave entitlement is 27 days plus public holidays, rising to 29 days after two years service and then to 30 days after three years’ service (pro-rata for part-time staff)
* All Mind in Camden posts are subject to funding

All Mind in Camden job descriptions may be subject to periodic review.

**Accessibility information**:

The post holder will be based at Barnes House, 9-15 Camden Road, London NW1 9LQ. The office is in a central location in Camden Town with excellent public transport facilities.

The Wellbeing Centre is on the ground floor which is wheelchair accessible and has an accessible toilet. However, there is no wheelchair access to the upper floor which has 8 stairs leading from the main door.



**Office Manager**

**Person Specification**

**A Qualifications**

No particular qualifications are required

**B Knowledge & Interest**

Interest in working in a mental health environment

Interest and knowledge of HR and H&S (office context) at entry level

Safeguarding awareness

Understanding of the importance of confidentiality and the protection of sensitive information, adhering to current GDPR guidelines

Understanding the purpose of, or experience of, volunteering

Interest in environmental issues

Interest in technology and digitisation

Projects and workflows

**C Experience of**

Managing an office environment

H&S including risk assessments

Administration

Report writing

Recruitment

Dealing with enquiries and complaints

Managing supplies and dealing with contractors

Handling financial transactions (invoices/petty cash)

Creating and using systems to monitor information

Data inputting from a database or spreadsheet

Updating website content

Using social media

**D Skills and Abilities**

Skilled in the use of IT (including Microsoft 365/SharePoint, PowerPoint, Word, Excel) and ability to teach others to use basic programs

Experience with Teams, Apricot and Canva would be advantageous but not essential

Excellent organisational skills

Being able to prioritise your own workload to meet deadlines

Willingness to work flexibly with team colleagues

A resourceful and positive approach to problem solving

Patience and the ability to react calmly in a crisis

Confident in answering telephone enquiries

Ability to communicate effectively both verbally and in writing

Ability to work constructively with a wide range of people

Willingness to accept supervision and guidance

Willingness to learn new skills and adapt to new circumstances

Commitment to being part of an inclusive and non-discriminatory working environment