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JOB TITLE: **Office Manager**

HOURS: This role is for 28 – 35 hours per week depending on ability to carry out IT management alongside other duties. We are open to part-time, job-share, and/or flexible working requests.

Normal working hours 9.00 – 17.00 excluding lunch break. Some evening attendance is required at governance meetings – time off in lieu will be offered.

RESPONSIBLE TO: Chief Executive

SALARY: £25,792 - £32,240 depending on ability to undertake IT management.

RESPONSIBLE FOR: Management of premises, facilities, IT and personnel administration. Line management of administration volunteers. Compliance with legal and regulatory requirements.

PLACE OF WORK: The post holder will have a normal place of work in Hampton Hill, London Borough of Richmond upon Thames and will be required to travel throughout the borough to support our other offices and outreach venues.

**Closing date for applications**: Rolling – if we fill this role early we will no longer advertise.

**Interview date:** Rolling

**Background**

Citizens Advice Richmond (CAR) is a thriving advice organisation that is part of the national Citizens Advice network. We provide information, advice and casework support to around 5,000 people a year. Our services are delivered by a team of around 17 paid staff and 75 volunteers. We have a typical annual turnover of £700,000 and in addition to our core advice service, funded by Richmond Council, we have a range of projects funded by other charities.

This is a unique and crucial position in our charity – it is not client-facing but is essential to the running of the organisation. We need someone motivated by our aims and dedicated to ensuring the smooth and efficient running of our ‘back-office’ functions.

It is your approach that is most important – you must be flexible, approachable and able to deliver on commitments. For this role, you must have experience in a similar role.

**Role purpose**

The post-holder will lead on premises, facilities, IT and personnel and administration systems to support the effective delivery of CAR services to clients and management of the organisation.

Reporting to the CEO and responsible for the management of administration volunteers, the post holder will lead on maintaining our office systems and processes.

**Planning and Development**

* Have responsibility for the smooth running of CAR’s ‘back-office’ ensuring that advice staff, volunteers and services are equipped to deliver an efficient service.
* Advise the Chief Executive of resourcing and administrative issues and recommend solutions.
* Liaise with the Management team to plan and coordinate resources and facilities to support service development and changes.

**Equipment and Systems**

Working with the support contractor, equipment suppliers and other contractors:

* Ensure the maintenance and servicing of all equipment including computers, printers, copiers, networks and IT connections to ensure the smooth running of the service.
* Resolve problems on all equipment, network and IT connections issues, including service contracts, so that CAR’s service is maintained.
* Maintain a good understanding of the IT requirements of the organisation and the solutions available.
* Ensure all staff have sufficient equipment to be able to work from home, in the office and at outreach venues.

**Premises, Health & Safety**

* Liaise regularly with CAR’s landlords, agents and premises managers.
* Organise and manage premises maintenance work and alterations.
* Take the lead on health and safety matters for CAR, ensuring the safety of all premises, facilities and equipment and compliance with health and safety law and regulations.
* Identify and book external venues and meeting rooms as necessary.

**Human Resources (HR) Support and Administration**

* Ensure efficient systems are in place to maintain personnel records – including working hours and duties, supervision, appraisal, absence and leave.
* Maintain and update DBS records, ensuring checks are undertaken as necessary and staff and volunteer DBS records are current.
* Ensure that systems are in place to efficiently administer and record recruitment to staff roles
* Keep our HR database up to date, and run reports as required.
* Ensure leave spreadsheets are kept up to date
* Issue contract variation letters and pay increase letters
* Respond to HR queries from staff re annual leave, holiday entitlement, pay etc.
* Take minutes at disciplinary and grievance meetings as required
* Once employees pass probation period, ensure their pay is increased if applicable as per the pay policy & that they are issued a pension letter

**Recruitment**

* Advertise roles on the CAR website and with external organisations
* Keep track of recruitment inbox and respond to applicants as necessary
* Arrange interviews
* Lead the on boarding of a new starter from initial offer letter to their first day at CAR (including right to work checks, finance forms etc.)
* Lead on staff / volunteer induction and ensure that new recruits have the information they need to adapt to their new roles and feel welcome at CAR
* Keep induction and leavers checklists up to date

**Information Assurance**

* Be the asset owner of all paper and electronic personnel records, premises records and finance records.
* Ensure compliance with the General Data Protection Regulations.

**General Administration**

* Provide administrative support for CAR events and meetings, including Trustee Board meetings and AGM.
* Provide administrative support to produce CAR publications, including the annual report.
* Ensure there are systems to open and log incoming post and prepare outgoing post for dispatch and that this daily task is completed.
* Maintain diaries and other work records.
* Maintain office supplies of stationery and materials.

**Personal and professional development**

* Attend courses / meetings as agreed.
* Keep up to date on IT, personnel, health and safety and other developments.
* Prepare for and attend regular supervision sessions.

**Other tasks and responsibilities**

* Uphold the aims and principles of the CAR service and its equality and diversity policies.
* Keep up to date with policies and procedures relevant to CAR’s work and undertake relevant training.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Attend appropriate internal and external meetings as agreed with line manager.
* Any other relevant office management duties required to ensure the smooth running of CAR.
* Ensure the policy review schedule is up to date and that policies are reviewed regularly

**Person specification**

**Essential**

1. Previous office administration experience, ideally including experience of:

* Providing administrative support.
* HR administration
* SharePoint administration, O365 administration and would be advantageous having some skill in Intune management.

1. Methodical and well organised with the ability to work on own initiative, prioritise work, and meet deadlines.
2. Good numeracy skills for monitoring and analysis of statistics and budgets.
3. Good interpersonal, written and oral communication skills including ability to take accurate minutes.
4. Good computer skills including excel and other Office applications.
5. Flexible approach and willingness to work as part of a team.
6. Understanding of the aims, principles and values of the Citizens Advice Richmond and its equality and diversity policies, and willingness to operate within them.

**Desirable**

1. Understanding of charity regulation and governance and the ability to perform a Company Secretary role.

**Guidance notes for applicants**

**Application form**

Please complete your application and return it by post or email (as a Word document) no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

**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. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

**Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Richmond does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity Monitoring**

Citizens Advice Richmond values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Richmond. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

**Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments such as a practical task/test - further details will be provided if you are shortlisted.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview

We value diversity, promote equality and challenge discrimination.

**CONFIDENTIAL APPLICATION FORM**

**Section 1**

Citizens Advice Richmond

94-102 High Street

Hampton Hill TW12 1NY

Email address: admin.hhill@citizensadvicerichmond.org

(Please put Recruitment in the email subject line)

**Closing date: Rolling**

|  |  |
| --- | --- |
| Please refer to the **Guidance Notes for Applicants** before completing this application form.  We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted. | |
| Candidate ref. number (for office use only): |  |
| **Position applied for: Office Manager** | |

|  |  |
| --- | --- |
| **Personal information and address for correspondence** | |
| First name(s) |  |
| Last name |  |
| Address |  |
| Postcode |  |
| Telephone |  |
| Mobile |  |
| Email |  |
| We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here: | |

|  |
| --- |
| **Entitlement to work in the UK** |
| **To take up this post you must have the right to work in the UK.**  Please note Citizens Advice Richmond does not hold a sponsor licence and cannot issue certificates of sponsorship under the points-based system. |

|  |  |
| --- | --- |
| **Criminal convictions** | |
| Having a criminal record will not necessarily bar you from working for Citizens Advice Richmond – much will depend on the type of job you have applied for and the background and circumstances of your offence.  For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack. Please see Guidance Notes and Application Pack for further details. | |
| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? | Yes /  No |
| If YES please provide details of the offence and the date of conviction. | |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **References** | | |
|  | Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. | | |
|  | **Referee 1** |  | |
|  | **Name** |  | |
|  | **Telephone** |  | |
|  | **Email** |  | |
|  | In which context does this referee know you? | |  |
|  | **Referee 2** |  | |
|  | **Name** |  | |
|  | **Telephone** |  | |
|  | **Email** |  | |
|  | In which context does this referee know you |  | |
| **Section 2**  **Information, experience, knowledge, skills and abilities** | | | |
| **IMPORTANT INFORMATION** | | | |
| **It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.**     * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**. * Please ensure that you address **all** the criteria on the person specification using the same order. | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Career history** | | | | | |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. | | | | | |
| **Employer’s name and address and type of business.** | **State position held and outline briefly the nature of the work and your responsibilities.** | | | | |
|  |  | | | | |
| Dates: | From | | To | |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |

|  |  |  |
| --- | --- | --- |
| **Educational history** | | |
| **Please give details of educational qualifications you have obtained from school, college, university etc.** | | |
| **Subject** | **Level** | **Grade** |
|  |  |  |

|  |
| --- |
| **Professional development** |
| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
|  |

|  |  |
| --- | --- |
| **Declaration** | |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Richmond and if appointed, for the purposes of employment at Citizens Advice Richmond.    I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed. | |
| **If you are sending your application form by email, please mark this box** ☐  **(as a substitute for your signature) to confirm that you agree to the above declaration.** | |
| Signed: | Dated: |

**Please return this form to**

admin.hhill@citizensadvicerichmond.org

Or **Citizens Advice Richmond**, **94-102 High Street** , **Hampton Hill TW12 1NY**

**CONFIDENTIAL APPLICATION FORM**

**SECTION 3** 

**Diversity monitoring** 

Please note this section will be detached before sending your application to the recruitment panel for shortlisting.

|  |  |  |
| --- | --- | --- |
| **Job title:** |  | |
| **Candidate ref. number (for office use only):** | |  |

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

**Data protection overview**

**If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice.**

**The information you give us will be kept securely, won't be shared outside the service and is confidential.**

**It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.**

**If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.**

**If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.** 

Thank you for your co-operation.

**The following information will not be seen by the recruitment panel and will not affect your application.**

**Age**   
Which age bracket do you fit into? Put a cross in the relevant box.

|  |  |
| --- | --- |
| Under 25 |  |
| 25 - 34 |  |
| 35 - 44 |  |
| 45 - 54 |  |
| 55 - 64 |  |
| 65 and over |  |

**Gender**   
What best describes your gender? Put a cross in the relevant box or write in a preferred term. 

|  |  |
| --- | --- |
| Female |  |
| Male |  |
| I prefer to use another term. Please tell us: |  |

**Sexual orientation**   
What is your sexual orientation? Put a cross in the relevant box or write in a preferred term. 

|  |  |
| --- | --- |
| Heterosexual/Straight |  |
| Gay Man |  |
| Gay Woman/Lesbian |  |
| Bisexual |  |
| I prefer to use another term. Please tell us: |  |

**Ethnic origin**   
How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

|  |  |  |
| --- | --- | --- |
| **A.  White** | English/Welsh/Scottish/Northern Irish |  |
| Irish |  |
| Gypsy or Irish Traveller |  |
| Any other White background. Please tell us: |  |
| **B.  Mixed/multiple ethnic groups** | White & Black Caribbean |  |
| White & Black African |  |
| White & Asian |  |
| Any other Mixed/multiple ethnic background. Please tell us: |  |
| **C.  Asian/Asian British** | Indian |  |
| Pakistani |  |
| Bangladeshi |  |
| Chinese |  |
| Any other Asian Background. Please tell us: |  |
| **D. Black/African/ Caribbean/Black British** | African |  |
| Caribbean |  |
| Other Black/African/Caribbean background. Please tell us: |  |
| **E. Other ethnic group** | Arab |  |
| Any other ethnic group. Please tell us: |  |

**Disability**    
A disabled person is defined under the Equality Act 2010 as someone with a ‘physical or mental impairment which has a substantial and long term adverse effect on that person’s ability to carry out normal day-to-day activities.’

Do you consider yourself to be disabled under the Equality Act 2010?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

*The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.*

**Gender Identity**   
Is your gender identity the same as the gender you were assigned at birth? Put a cross in the relevant box.

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Religion or belief**   
Which group below do you most identify with? Put a cross in the relevant box. 

|  |  |
| --- | --- |
| No religion |  |
| Christian (including all denominations) |  |
| Buddhist |  |
| Hindu |  |
| Jewish |  |
| Muslim |  |
| Sikh |  |
| Any other religion or belief. Please tell us: |  |

**How did you hear about this opportunity?**

Please include details below: