



Job Description

Role:	Office Support Manager
Reporting to:	CEO
Direct reports:	Resources Coordinator, Executive Assistant, Support Team Assistant
Budget responsibility:	Central Support budget
Location:	St Pauls, Bristol

Job purpose: To provide high quality, professional support to staff, volunteers and trustees and visitors, including admin, IT and first point of contact, to enable the smooth running of One25's work. Manage the physical space at One25 to ensure the spaces offer appropriate services for service users, staff and visitors. With the SMT, plan these services along with other front line services to meet the goals in our business plan.

Office Support

- Manage the Organisation Support Team (OST) to provide a front line service to staff, volunteers, trustees and visitors to support the work of One25.
- Provide admin and reception support for One25 events or events, or in house training, supporting staff to reach and influence funders, stakeholders, volunteers and supporters.
- Ensure meetings are accurately minuted, organised and staff/trustees/visitors are informed and prepared for them.
- Support the Co. Secretary to service board meetings.
- Recruit, induct, support, develop and review the members of the Organisation Support Team to deliver the objectives of the function to provide services of a high quality across One25.
- Lead on our adherence to external quality assurance systems as required by One25 or funders, such as Trusted Charity or Cyber essentials, ensuring good practice and quality benchmarks to external stakeholders.
- Support the administration of our HR database, ensuring it is up to date in the absence of key team members.
- Cover for members of front line team in their absence and manage their availability so there is always an adequate front line response internally and externally from 8.45-5pm, or for occasional events early morning or evening.

IT and data production

- Ensure our IT and systems support staff to work as effectively as possible, communicate and interact internally and externally, liaising with external IT suppliers to ensure good practice, data security, value for money and plan IT requirements proactively in line with change and growth.
- Produce quarterly impact statistics from CRM database and maintain / develop the excel worksheets to produce these.
- Oversee One25's existing IT systems ensuring that One25s data is secure and safe, within requirements for GDPR and liaising with external IT suppliers to ensure services and equipment are fit for purpose and value for money.
- Lead on the development and monitoring of One25's ICT strategy alongside the goals within the business plan.
- Support the Executive Support Assistant to manage One25's HR database, providing admin backup in her absence.
- Provide support to the Operations Manager around technical aspects of the Civi databases and liaise with Circle.

Cross organisational administration

- Provide administrative support to One25 to becoming a Psychologically Informed Environment organising workshops, developing own staff and working with the SMT on this journey to understand and respond to women experiencing trauma.
- Support the coherence of One25 through organising on events and training for staff and teams which support cross organisational understanding and communication, including training and social and fundraising events.
- With the SMT, support practice and change to increase the diversity of One25 across staff, trustees and services.
- To work with the Senior Management Team to develop, grow and sustain the charity and delivery the three-year business plan 2021-24.
- Provide administrative support, with the OST team, for the Volunteer Manager, to support volunteers to work alongside One25's front line services.

Building and resources

- Manage the maintenance of One25's buildings, vehicle, and office equipment and ensure that they meet the needs of the staff and service users and One25 meets Health and Safety requirements.
- Proactively manage the premises and space for staff and service users, planning how and where new staff will be situated and organising space for new programmes of work or projects, pilot or permanent services.
- Ensure that the organisation is appropriately and cost effectively insured against all relevant risks and liaise with insurers.

Measures for the role

- Expenditure on infrastructure and support functions is kept to within budget.
- OST team have staff low turnover, high performance and good morale.
- Reports, board papers, projects and policies written and reviewed and submitted in line with agreed timetables.
- Customers always receive a knowledgeable, professional, positive and supportive experience.
- Resources and systems react proactively to staff and service user needs. Staff and service users are housed in appropriate and attractive space.
- A strong programme of events supports staff coherence and understanding of services across One25.
- Client database is maintained and developed to produce impact data reports

Any other relevant information:

- Any other duties that reasonably fall within the remit of the role.
- To work outside of office hours at manager's request.

Person Specification

	Essential	Desirable
Qualifications	Experience of managing a cross organisational team	Relevant managerial qualification High level Excel qualification and competence
Knowledge	Excellent understanding of GDPR, data protection and confidentiality Good knowledge of Health and Safety legislation Knowledge of Civi CRM, or another CRM system	Understands wider environment in which the team operates and how individual roles contribute to One25's strategic goals Knowledge of QuickBooks Online
Skills	Excellent interpersonal skills, able to create and develop relationships, both internally and externally and across all levels Excellent written and verbal communication and presentation skills, High standard of IT skills, particularly in Microsoft Office (or equivalent package),	

	<p>with good knowledge of Excel (including use of advanced formulae, Pivot tables and simple macros).</p> <p>Ability to contribute to the strategic development of One25</p> <p>High level of organisational skills and ability to set up systems to monitor progress and meet deadlines</p> <p>Ability to set and prioritise goals, targets and workload for themselves and others</p> <p>Proven excellent planning and organisation skills with particular emphasis on providing a service to internal and external customers.</p> <p>Ability to think creatively and adopt a solutions focused 'can do' approach</p>	
Experience	<p>Substantial management experience in an equivalent role (in the charitable sector in an equivalent office support role.</p> <p>Experience of data analysis</p> <p>Managing a high performing team</p> <p>Experience of managing either of the following functional areas IT or Premises</p>	<p>Previous experience of working in the voluntary sector</p> <p>Experience of producing reports and working for major funding bodies</p>
Competencies / Behaviours	<p>A creative and team based and organisation wide approach to problem solving</p> <p>Requirements for all One25 staff</p> <p>Continually seeks to improve performance organisation ally and personally</p> <p>Ability to form and maintain good working relationships with colleagues</p> <p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p>	<p>Commitment to working in a not-for-profit environment</p>

	<p>Act as an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>To operate in line with One25's core competencies and values: Core values:</p> <ul style="list-style-type: none"> • Person-centred • Justice • Unconditional love • Non-judgemental <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> • Working with Others • Communicating • Organisational awareness • Learning and growth • Planning and delivery of work • Motivational Leadership <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
<p>Other</p>	<p>Undertake some work outside of core working hours such as: present and speak at public events on behalf of One25 in order to raise awareness regarding service users and their complex lives</p> <p>Able to travel to and attend meetings outside of the usual place of work and office hours</p>	

Manager signature:

Employee signature:

Date:

Date:

Date last reviewed: