



## Job Description

**Job Title:** Office Manager  
**Location:** Bradbury Building - Smiles House, Octagon Business Park, Hospital Road, Little Plumstead, Norwich, NR13 5FH  
**Reporting to:** CEO  
**Hours:** Part time (Maternity cover) – 15 hours per week

### Job Purpose

To provide maternity cover to enable the smooth and cost effective running of the Nelson's Journey office, and to manage the administrative needs of the charity.

### Duties and Responsibilities

#### Administration of the charity and general office management

- Management of the charity's administration, including line management of admin staff and allocation of administrative tasks and activities across the team
- Responsible for Health & Safety management and risk assessments
- Arrange office building, equipment and IT maintenance and repairs
- Obtaining cost effective quotes for services required for the office
- Ensure effective systems in place for office activities such as: meeting room bookings, stock checks, fire alarm and CCTV tests, DBS checks, mail handling, staff and volunteer training including safeguarding, ordering supplies and materials, minute taking and meeting scheduling
- Management of office filing systems, including income and invoices
- Development and upkeep of databases and spreadsheets
- Support the CEO in the review, update, amendment and development of Nelson's Journey's policies and procedures, including Safer accreditation
- Ensuring required insurance policies (including liability, property, vehicle) are in place and renewed, and amended where required due to changing circumstances/assets.
- Check and update details held on the Charity Commission website and keeping CEO and staff where appropriate, abreast of any significant developments
- Completing the Annual Return to the Charity Commission for the CEO to review and submit
- Maintain document archives, ensuring that the charity's record keeping is compliant with Data Protection law and policies
- Take phone calls and respond to enquiries from the public

#### Supporting HR and finances

- New starter induction and training – maintain and issue staff handbook, arrange phone, email & IT, obtain required documentation from new employees, inform of H&S and fire procedures
- Maintain staff emergency contact records and driving licence/car insurance documentation

- Support recruitment if required, including compiling job adverts and advertising posts, compiling person specifications, job descriptions, application packs and interview packs. Arrange job interviews, liaising with all parties; organising DBS checks and Safeguarding Training.
- Maintain records of annual leave, forms and sickness for all staff
- Support the charity's annual Budget setting process including by obtaining quotes for cost effective services for the operation of the office, and working with other teams in the charity to assist with accurate Budget planning
- Assist year end financial reporting and provide any reports and documents required, including providing information as required for the charity's accountants to produce Annual Accounts for the Charity Commission
- Ensure quarterly invoices are raised for LAC & schools referral funding

In addition, the Office Manager will carry out any other relevant tasks as may be reasonably requested by the charity.