



## Job Description Office Manager

<b>EMPLOYING AGENCY:</b>	<b>Standing Together Against Domestic Violence</b>
<b>Job Title:</b>	Office Manager
<b>Responsible to:</b>	Finance & HR Officer
<b>Salary:</b>	£23,000pa/pro rata (including London Allowance)
<b>Benefits:</b>	25 days' holiday and workplace pension
<b>Working Hours:</b>	Flexible 25 - 35 hours per week
<b>Work Location:</b>	Based at the office of Standing Together Against Domestic Violence in Hammersmith.

### JOB PURPOSE

- To be responsible for organising and coordinating the office administration operations and procedures to ensure organisational effectiveness and efficiency.
- To provide administrative support in relation to the functioning of the office.
- To provide administrative support to the Project teams, including CEO and Partnership Manager.
- To manage the computer systems and resolve problems in liaison with external contractors.

### DESCRIPTION OF DUTIES

All the following duties to be carried out in line with:

- The Standing Together Equal Opportunities Policy
- The Standing Together Confidentiality Agreement
- The Standing Together Information Sharing Protocol

and in a way which respects at all times:

- The independence of each individual agency participating in the project, whether from the statutory or the voluntary sector, and their status as equal partners in the project.

- The key principles, which guide and inform the project (survivors' and children's safety; offender accountability; giving a clear message that domestic violence is a crime which will not be tolerated in our community).

## **KEY RESPONSIBILITIES**

1. To answer phones and deal with enquiries, take messages and ensure colleagues are aware of messages.
2. To respond to Standing Together administrator emails and ensure they are correctly dealt with, or forwarded to the appropriate person.
3. Act as the first point of contact for visitors.
4. Be responsible for the maintenance and ordering of all office supplies including stationery.
5. Prepare agendas, record and produce minutes for Standing Together Staff Meetings.
6. Be responsible for ensuring Standing Together's IT systems operate effectively. Including:
  - Liaise with IT service provider to solve day-to-day IT issues
  - Liaise with IT service provider to ensure hardware and software are maintained
  - Ensure data is backed up
6. Provide administrative support in developing and foster positive relationships with colleagues including, CEO, Partnership Manager, Project Coordinators and Project Administrators.
7. Maintain the shared Outlook contact list and other mailing lists.
8. Undertake general administrative duties including:
  - a. Maintenance of annual holiday and sick leave records.
  - b. To book meeting rooms and manage booking room calendar.
  - c. Filing
  - d. Maintain staff induction packs.
  - e. Update staff structure chart and contact lists.
9. Open and prioritise post and distribute to the appropriate member of staff.
10. Take the lead in ensuring Standing Together meets health and safety requirements.
11. Oversee the good appearance of all aspects of the office and arrange repairs.
12. Carry out other ad hoc duties as required.
13. Support the Finance & HR Office with:
  - a. Petty cash payments and reconciliation.
  - b. Input payments on banking system online.
  - c. HR duties.
14. Support the training team with course bookings and preparation of training material.

## **GENERAL RESPONSIBILITIES**

1. Ensure that Standing Together is presented in a professional manner to all coming in to contact with the organisation
2. To attend house-keeping and staff meetings of Standing Together and internal supervision
3. Keeping colleagues informed about issues arising from your work area, and consulting with them.
4. To self-manage your workload administration e.g. typing, photocopying etc.