

JOB DESCRIPTION

Job Title:	Office Administration Manager
Department:	People and Development
Reporting to:	Director of People and Development
Location:	Head Office

PURPOSE OF ROLE:

You'll keep the office running smoothly by overseeing daily office operations, manage administrative tasks and support the smooth functioning of our Head Office.

MAIN DUTIES AND RESPONSIBILITIES

- Act as the main point of contact for all Head Office administration queries and provide guidance to staff to resolve any issues raised
- Effectively manage the performance of the Office Administrator, ensuring they are working to agreed objectives, delivering outcomes and that they receive appropriate training and support
- Responsible for main phone line, in and outgoing mail, scanning to depts and courier collections from head office
- Responsible for maintenance of common spaces, kitchen, reception areas and meeting rooms for appearance and functionality. Liaise with our Landlord Sightlife on any repairs and maintenance of the office
- Greet visitors to the office and ensure a friendly, personal experience
- Ensure larger courier style deliveries and courier services when used (as last resort) are cost effective. Liaise with appropriate staff on using our vans for drop off and collections where possible
- Carry out general administrative work for the People, IT and Finance team including organise meetings, make travel arrangements, prepare reports and presentations
- Coordinate and book the Induction programme for Head Office new starters including assisting with equipment drop off
- Assist with booking and set up of charity training events
- Manage and oversee the effective recruitment and management of Head Office volunteers
- Control of centralised stock for main stationery and office based equipment, ordering and maintaining proper stock levels

- Assist with implementation of office processes and procedures and work with members in different departments to continually improve operational effectiveness, efficiency and consistency
- Act as the point of contact for the warehouse to oversee and monitor collections and deliveries between both locations.
- Liaise with external suppliers on confidential waste making sure that collections are managed
- Responsible for enforcing health and safety for the office including fire safety policies and procedures and training new employees
- Provide training to staff on all Head Office activities such as post, equipment, main line telephone calls, customer service etc
- Liaise with finance on centralised budgets for areas including hybrid post and printing, franking and stock for stationery and office equipment
- Maintain effective communication links with other members of the administrative network within the Charity in order to ensure consistency of information and to review, facilitate and share good practice.

Prepared by: Director of People and Development

Date Prepared: Nov 2024

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Demonstrable experience of Administrative/secretarial/ PA experience in a busy office environment	●	
Customer service experience face to face, over the telephone and electronically	●	
Excellent knowledge of Microsoft Office Word, Excel, PowerPoint, databases	●	
Hands on experience with office machines and equipment	●	
Confident in dealing with telephone calls and visitors	●	
Experience of communicating across all levels of seniority with internal and external stakeholders and acting as first point of contact for enquiries	●	
Experience developing office procedures and systems		●
Line management / supervision experience		●
Skills, Aptitudes & Abilities		
Excellent interpersonal and communication skills	●	
Exceptional accuracy and attention to detail	●	
Excellent time management and ability to multi task and prioritise work	●	
Able to deal with changing priorities and a dynamic work environment	●	
Positive ability to approach problems in a logical way to find solutions	●	
A creative mind with an ability to suggest improvements	●	
Ability to show tact and discretion in relation to sensitive /confidential information.	●	
Ability to communicate in Welsh		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.