



Office Manager - Job Description

Responsible to:	Chief Executive
Responsible for:	volunteer staff
Salary:	£18k - £20k depending on level of experience/skills
Hours:	full time (37 hrs per week - negotiable)
Location:	Head Office - New Milton
Holiday:	5.6 weeks per annum
Probation Period:	3 months

Main tasks:

- 1) Lead responsibility for delivering office based provision of a quality, confidential, client centred information, advice and guidance service
- 2) To understand the provision of information, advice and support to disabled people, family, carers and professionals in a non-judgemental, accessible way, empowering them to make informed choices: keeping up to date with relevant issues to do so.
- 3) To be responsible for the administration of clients, allocation to Advisors, ensuring the generation and maintenance of accurate, up to date, confidential client logs, within the quality framework
- 4) To be responsible for the day to day diary management including client appointments, home visits, key dates etc
- 5) To be responsible for call handling and e-mail management
- 6) To be responsible for the staff team rota, holiday diary, and collation of timesheets and expenses claims in preparation for payment
- 7) To support all the office based team
- 8) To Line-manage NFDIS office based volunteers. This will include holding regular supervision sessions with individuals, identify training needs and facilitate them after approval from management

New Forest Disability

- 9) To be responsible for Health & Safety in the office, outreach and externally held events. To compile Risk Assessments. Arrange appointments for equipment servicing (eg PAT tests, fire equipment services etc).
- 10) To be responsible for financial processing; balancing the till and banking of monies
- 11) To be responsible for maintaining the stock of new disability equipment for sale and for administration and demand of second hand equipment
- 12) To check and process disability benefit forms. Post holder will be certified by Department of Works and Pensions as an Alternative Service Operative to enable this role
- 13) To be responsible for maintaining and monitoring client statistics. This will include management of quarterly client satisfaction surveys
- 14) To be responsible for ordering of office supplies and consumables within allocated budget
- 15) To consult with the Chief Executive in the development and maintenance of information systems (both IT and paper based) and help produce leaflets, resource lists, posters, guides etc.
- 16) To provide Administrator services to the Chief Executive in connection with mail outs, fundraising letters, promotional literature etc
- 17) To organise and attend mandatory staff meetings/training sessions
- 18) To perform any other associated duties of a similar nature as requested by the Chief Executive
- 19) To work within the parameters of all policies and procedures of the New Forest Disability Information Service.
- 20) Have the potential to grow with the organisation

This role carries responsibility for petty cash and has input into the budgeting and financial expenditure for the office based services.

A DBS Enhanced Disclosure will be required

Office Manager - Person Specification

Essential

Desirable

Experience:

- Office administration to a high standard
- Good working knowledge of Microsoft Office suite
- Experience of keeping detailed accurate records
- Multi-tasking
- Line-management experience

- Knowledge of New Forest area
- Team organisation
- Retail selling/buying
- Line-management experience

Skills/knowledge:

- Good oral and written communication skills
- Good presentation skills
- Good level of IT skills and knowledge of computer hardware
- Good comprehension and understanding
- Prepared to train
- Show initiative and imagination
- Team motivational skills
- Time management skills to manage a complex workload

- Knowledge of NHS, Social Services, voluntary and advice sector
- Awareness of NFDIS role within the area
- Knowledge of DWP and disability benefits
- Experience in similar environment
- Appropriate or associated qualifications
- Financial processing experience

Personal qualities:

- Reliable and conscientious
- Committed to equality of opportunity in its broadest sense
- Good team player
- Ability to organise and manage own workload
To be able to manage self-care with effective stress-management strategies
- Work to deadlines
- Committed and responsible

- Good sense of humour
- Flexible attitude
- Patient and understanding
- Have the emotional and physical stamina to deliver excellent work under pressure at times