

## **Job Description**

**Job Title:** Office Manager

**Contract:** 15 - 22.5 hours per week

**Salary:** £ 25k pro rata

**Reports to:** Chief Executive – Karen Burgess

**Location:** Petals Office, Bottisham, with some home working agreed informally

### **Overall responsibility of the job:**

This role will work closely with Founder and Chief Executive of Petals to ensure the smooth running of the organisation as it grows. Specific responsibility for HR and finance processes and supporting the administration of charity governance.

This role is integral to the ongoing delivery of our counselling services, ensuring our team have the systems and processes required to work efficiently and effectively in their roles.

The Office Manager will be a confident and organised individual with demonstrable experience in business operations, governance support and finance administration. A confident communicator, they will be able to work on their own initiative and take a solution-focused and accountable approach. We are looking for someone who has a dynamic 'can do' attitude, is well organised, has a keen eye for detail and can build strong relationships with people at all levels.

### **Specific responsibilities:**

#### **Human Resources**

- Administration of holiday and sick leave recording and reporting
- Leading recruitment process for new joiners to Petals team, from advertising to contract production and onboarding incl. support for induction of new starters
- Manage annual appraisal processes
- Oversee employment policies, updating as required
- Coordinate monthly payroll
- Administrating the recruitment and contracting of all new Petals Counsellors
- Establishing and running administrative processes for volunteer recruitment and management

#### **Finance**

##### **Work closely with Petals CEO and our accountant to manage the following processes:**

- Accounts payable and receivable
- Accounts reconciliation & preparation of information for monthly management accounts

<ul style="list-style-type: none"> <li>• Liaise with Partnerships Development Manager to resolve any invoicing queries relating to Petals counselling services</li> <li>• First point of contact for incoming enquiries relating to invoicing or payments</li> </ul>
<p><b>Office / premises management</b></p> <ul style="list-style-type: none"> <li>• Responsible for managing IT systems in conjunction with Petals' IT service provider and ensuring they meet user requirements</li> <li>• Managing rental agreement for Petals' office</li> <li>• Overseeing office environment and facilities (supported by Counselling Service Administrative Coordinator) including wifi, phone access, consumables, post etc.</li> </ul>
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Maintaining and updating H&amp;S policy and procedures to reflect current legislation, practice and risk, and ensure a safe working environment for all Petals staff and volunteers</li> <li>• Conducting risk assessments as required</li> </ul>
<p><b>Governance</b></p> <ul style="list-style-type: none"> <li>• Ensure charity policies and procedures are updated and maintained/renewed</li> <li>• Schedule and coordinate Trustee meetings</li> <li>• Work closely with CEO to prepare reports for quarterly and additional Trustee meetings</li> <li>• Produce meeting summaries and maintain action logs</li> <li>• Support the CEO with the administration of charity governance – for example, updating Charity Commission of Board membership changes, reporting annual figures.</li> </ul>
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Respond to incoming referrals to the counselling service on behalf of the Counselling Coordinator in times of sickness or annual leave.</li> <li>• Support members of the Petals team as required, for example: attending events and away days; supporting Petals' involvement in campaigns such as Baby Loss Awareness Week.</li> </ul>

This job may involve working unsocial hours on some occasions. Time off in lieu will be taken by arrangement with your manager. ***Job description is not contractual and may need to change, upon discussion with the role holder.***