



LUTON IRISH FORUM

WELFARE, SOCIAL & CULTURAL OPPORTUNITIES



EUROPEAN UNION

Investing in your Future

European Social Fund

Office Manager

Job Description

Hours: 35 hours per week, occasional evening and weekend work may be required for which TOIL will be given.

Responsible to: Chief Officer (CO)

Summary of Post:

Duties will include developing and maintaining office systems including reception, dealing with room bookings, ICT, LIF customer database, membership, health and safety, administration of meetings, organising events and activities. You will also be required to support LIF projects including Luton Digital Skills & Employment Project, a new and exciting initiative aiming to provide local unemployed adults with digital skills, basic skills and support to gain employment. The post holder will have the ability to meet deadlines, prioritise, work flexibly, under pressure and on own initiative in accordance with the Trusted Charity Mark and Advice Service Quality Marks.

Principal Tasks and responsibilities

Organisational effectiveness

- Identify and deliver process improvements to ensure cost effectiveness and streamlined systems
- Produce monthly operational reports for the CO and Trustees
- Oversee the implementation of any new policies and procedures relating to operational matters
- Ensure LIF meets all statutory obligations regarding health, safety and welfare at work
- Ensure ICT systems are maintained and able to support all LIF work effectively

Resource management

- Assist with ensuring compliance with finance policies and procedures, taking prompt corrective action to address anomalies, inconsistencies or risks
- Create, maintain and store comprehensive project documentation

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- Identify operational risks and threats and propose actions to mitigate and manage them
- Support the Data Protection Officer, championing data protection regulations and ensuring LIF remains compliant with the Information Commissioner's Office
- Manage the maintenance of the centre and ensure it meets health and safety standards
- Assist with ensuring a high standard of cleaning, waste disposal, parking and security
- Oversee the ordering of office supplies and equipment
- Oversee environmental improvements within the building including festive decorations
- Manage hires within the building, setting up of rooms, liaising with hirers and the various committees/groups
- Ensure the building and equipment is well maintained and presented to a high standard in liaison with the cleaner/caretaker

HR support

- Assist with the induction and training of staff
- Ensure that staff meeting minutes are recorded and disseminated in a timely manner
- Arrange reception cover and take a lead in staff cover and building and utility emergencies in the absence of the Senior Management Team (SMT)

Manage information

- Deal proactively with incoming correspondence/enquiries e.g. membership, mail, e-mail, social media, responding as appropriate
- Oversee LIF customer relationship management database including membership, service users and suppliers ensuring that it is fit for purpose, taking ownership of the system and ensuring best practise is maintained
- Manage and be responsible for an effective and efficient relationship with external suppliers
- Support website maintenance and development

General

- Assist with the coordination of LIF projects
- Manage social/other events within the centre, including festive events as part of LIF events subcommittee
- Attend the SMT and Trustee meetings as required
- Undertake any other duties as required by the SMT and Trustees
- Support LIF commitment to equality and diversity and adhere to the staff charter

Person Specification

JOB TITLE:	Office Manager
DATE:	August 2020

EXPERIENCE	Essential	Desirable
<ul style="list-style-type: none"> • Excellent interpersonal, communication (written and oral) skills 	✓	
<ul style="list-style-type: none"> • Ability to work effectively with staff, volunteers and partners at all levels 	✓	
<ul style="list-style-type: none"> • Highly organised with the ability to plan, prioritise and manage deadlines 	✓	
<ul style="list-style-type: none"> • Ability to use Microsoft Office products such as Word, Excel and Access to a high standard 	✓	
<ul style="list-style-type: none"> • Proven track record in devising and delivering projects 	✓	
<ul style="list-style-type: none"> • Knowledge of the Data Protection Act 	✓	
<ul style="list-style-type: none"> • Track record of working in general management, e.g. finance, HR, business administration 	✓	
<ul style="list-style-type: none"> • Experience of working in an advice-giving agency 		✓
<ul style="list-style-type: none"> • Experience of working with difficult clients/users 		✓
<ul style="list-style-type: none"> • Experience in performance managing a small team 		✓
<ul style="list-style-type: none"> • Experience of Health and Safety management 		✓
<ul style="list-style-type: none"> • Experience of working in the voluntary sector 		✓
<ul style="list-style-type: none"> • Thorough knowledge of charity governance requirements and ability to ensure compliance with statutory and legal obligations 		✓

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Performing under pressure	✓	
• Adaptability to change	✓	
• Team working	✓	
• Self-motivated	✓	
• Flexibility	✓	
• Confidentiality	✓	
• Awareness of potential conflicts of interest	✓	