



LUTON IRISH FORUM

WELFARE, SOCIAL & CULTURAL OPPORTUNITIES

Office Manager Job Description

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

Responsible to: Chief Executive Officer (CEO)

Summary of Post:

Duties will include developing and maintaining office systems including reception, dealing with room bookings, ICT, health and safety, administration of meetings, organising events and activities. You will also be required to support LIF projects. 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
- Monitor 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
- Produce monthly operational reports for the CEO and Trustees

Resource management

- Create, maintain and store comprehensive project documentation
- Support the Data Protection Officer, championing UK GDPR regulations and ensuring LIF remains compliant with the Information Commissioner's Office
- Monitor the maintenance of the centre ensuring it meets health and safety standards and assist with corrective action
- 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

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HR support

- Assist with the induction and training of staff, volunteers and student placements
- 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, and responding as appropriate

General

- Assist with the coordination of LIF projects
- 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:	September 2022

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 UK GDPR 	✓	
<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 with difficult clients/users 	✓	
<ul style="list-style-type: none"> Experience of working in an advice-giving agency 		✓
<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	✓	