

JOB DESCRIPTION

POST:	Office and Compliance Manager
GRADE:	£30,514 per annum based on 37 hours per week (£15.86/hr)
RESPONSIBLE TO:	CEO
MAIN PURPOSE OF THE POST:	Responsible for the day to day organisation, overseeing and co-ordination of office operations, procedures and resources to facilitate organizational effectiveness and efficiency including HR duties, Health and Safety and compliance with other regulatory bodies.

Main Duties

- Oversee general day to day running of the office ensuring smooth and effective operation
- Maintain supplies of stationery and equipment
- Ensure office equipment is maintained to appropriate quality and quantity
- Review and update health and Safety policies and COVID regulations including necessary staff updates and training and arranging necessary repairs including PAT testing and gas safety checks.
- Ensure all administrative processes work effectively and efficiently and update systems where necessary such as record management
- Delegate tasks to administrative assistant and help manage their workload and output
- Oversee and ensure relevant online and paper records, files and the office library are organised and up-to-date
- Carry out full HR duties ensuring legislative compliance including staff recruitment, PVG's, staff monitoring, maintaining the Breath HR staff record system, staff appraisals, discipline, staff development, support, training and wellness.
- Ensure compliance with regulatory bodies and provide staff training where appropriate
- Monitor office contracts including value for money, quality and effectiveness.
- Ensure the office website and social media platforms are maintained and up-to-date
- Ensure publications, newsletters and general information leaflets are up-to-date
- Maintain, update and coordinate Starter Packs where necessary
- Maintain, review and update office policies and procedures including office manual on a regular basis
- Attend meetings with CEO, office bearers, Board and staff where necessary including taking minutes
- Ensure staff compliance with regulatory bodies including training and registration
- Organise meetings and events as and when required including setting up and arranging Zoom/Teams meetings
- Help organise and assist in fundraising activities as and when required
- Act as Data protection Officer and check that data protection laws are being adhered to in relation to the storage of data, and review and update policies
- Attend conferences and training events as and when required
- Maintain grant database

- Maintain the office info calendar and email system
- Assist in the coordination of the HEY service
- Assist CEO with grant applications, procurement processes and National Standard's audit and other such matters as and when required
- Promotion of Centre and liaise with outside agencies to encourage active signposting and training opportunities
- Support Board with Tasks as and when required
- Assist with service user feedback surveys
- Maintain Care Inspectorate portal including updating information, filing annual returns and updating weekly COVID-19 reports.
- To carry out such other reasonable duties as may be required

Specific Duties

- Organise all relevant Centre events including Annual General Meeting, Board Meetings and other physical and online events (Zoom/Teams)
- Ensure the maintenance of the library and catalogue incoming new books in specific order
- Attend Board meetings as and when required including taking minutes
- Facilitate and support 3 year planning for Board, CEO and organisation
- Coordinate and organise Starter Packs
- Maintain website and social media sites such as Facebook, LinkedIn, etc
- Support CEO and Board with tasks such as procurement, grant applications and Care Inspectorate audit preparation as and when required
- Ensure electronic and paper shredding is done on a regular basis to comply with P & P and GDPR
- Provide a comprehensive admin service
- Delegate tasks to office admin assistant

Quality Control Systems

- Act as Data Protection Officer
- Oversee all office regulatory and contractual compliance

Premises and Facilities Management

- Conduct regular office checks, ensure that health and safety requirements are being met and the office is clean, tidy and safe including fire safety tests and drills, PAT testing and annual gas safety boiler checks. Ensure that staff are aware of Health and Safety within the Centre
- Respond and resolve problems as they arise
- Manage and monitor risk and security systems
- Consult with the CEO and liaise with landlord as required
- Direct and supervise any contracts on site such as cleaners and computer maintenance
- Research and deploy best value services and items which are required in the running of the service

Financial

- Liaise with Team Leaders and CEO to assist in the management of the financial systems to ensure compliance and efficiency
- Assist in the organisation of fundraising activities with the Fundraising Sub-Committee, obtain licences, arrange events and organise participation from outside organisations and firms
- Seek additional income for the Centre through training and grant application opportunities
- Attend, advise and take minutes of the Finance Sub-Committee
- Provide absence cover when required

Human Resources

- Provide recruitment services for all vacancies including the induction of new staff
- Provide effective HR services including Breathe HR (staff training, sickness, holiday spreadsheets, records and calendars)
- Maintain staff electronic personal records
- Assist with payments to appropriate bodies for tax, pension and other bodies when required
- Ensure staff are able to use systems and receive regular training updates as required
- Provide staff cover where necessary

Person Profile

Job Title: Office and Compliance Manager

Date: Nov 2021

Requirement

Desirable/Essential

1. Qualification/Education/Knowledge

Office Management/Business Admin HNC or equivalent	Highly Desirable
Information Technology for Business or similar	Desirable
Leadership and Management Qualification	Desirable
Good Health and Safety knowledge	Essential
Commitment to Continuous Professional Development	Essential

2. Experience

Managing an Office including health and safety of buildings	Essential
HR, management and supervision of staff	Highly Desirable
Compliance with legislation and regulatory bodies	Essential
Contract compliance including financial, legal requirements and KPI assurances	Highly Desirable

3. Abilities

Ability to manage deadlines and work to tight targets	Essential
Experience of Leading, managing and encouraging team morale	Essential
Ability to establish a good relationship with external groups	Essential
Ability to build networks with other relevant agencies and partners	Essential
Strong Microsoft Office Skills (Word, Excel and Powerpoint)	Essential
Ability to ensure knowledge is up to date and accurate	Essential
Ability to work as part of a team and on own initiative	Essential

4. Personal Qualities

Strong communication skills both verbal and written	Essential
Mature, caring, approachable and empathic	Essential
Demonstrate good common sense and negotiating skills	Essential
Motivated and driven to succeed	Essential
Ability to multi-task and be flexible	Essential
Highly organised and efficient	Essential
Strong decision-making skills	Essential
Precision and accuracy	Essential
Non-judgemental	Essential

5. Circumstances

Able to work flexible hours if required	Essential
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6. Ayr Housing Aid Centre Values

Respect and understand the Centre's ethos and core values	Essential
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