

## **JOB DESCRIPTION**

POST:	Office and Compliance Manager
GRADE:	£ 20,779 per annum based on 24 hours per week (£16.65/hr)
RESPONSIBLE TO:	CEO
MAIN PURPOSE OF THE POST:	As part of the Senior Management Team, responsible for the day to day organisation, overseeing and co-ordination of office operations, procedures and resources to facilitate organisational effectiveness and efficiency including HR duties, Health and Safety and compliance with other regulatory bodies.

### **Main Duties**

#### **Office & Facilities Management**

- Oversee general day to day running of the office ensuring smooth, efficient and effective operation
- Ensure office equipment is maintained to appropriate quality and quantity
- Monitor office contracts including value for money, quality and effectiveness.
- Maintain, review and update office policies and procedures including office manual on a regular basis
- To respond and to resolve problems as they arise
- Consult with the CEO and liaise with landlord as required
- Direct and supervise any contractors on site such as cleaners, computer maintenance etc.
- Research and deploy best value services and items which are required in the running of the service
- Ensure provision of efficient administration services
- Ensure all administrative processes work effectively and efficiently and update systems where necessary such as record management
- Participate in Senior Management Meetings and discussions

#### **Health & Safety Management**

- Review and update Health and Safety policies and procedures
- Provide necessary staff updates and training
- Manage all risk and security systems
- Keep updated with Health & Safety legislation and requirements

#### **Human Resources/Training/Recruitment**

- Provide effective HR services ensuring legislative compliance, including staff recruitment, induction, training and development, staff monitoring and HR reports, maintaining staff record systems, staff support and wellness.
- Delegated signatory for disclosure services.
- Regular liaison with contracted HR consultant
- Delegate tasks to the Reception/Referral Officer and the Office Support Assistant, helping manage their workload, output and development
- Lead and participate in recruitment for all vacancies including new staff induction (employed & voluntary)
- Coordinate work experience programmes and any student placements

#### **Compliance Management/Quality Control Systems**

- Act as Data Protection Officer Act ensuring GDPR compliance of data capture, processing, retention and destruction.
- Oversee all office regulatory and contractual compliance
- Lead on Policy review, updates & documentation on Office 365 Cloud folders and HR systems
- Ensure compliance with our regulatory bodies and support report submissions e.g. OSCR
- Ensure staff compliance with regulatory bodies including training and registration
- Ensure safety & use of electronic information systems and platforms

- Complete regular audits and reports regarding quality and compliance
- Assist CEO with grant applications, procurement processes, National Standard's audit as required
- Maintain Care Inspectorate portal, information changes and weekly staff absence reports.

### **Meetings Administration/Communication/Engagement**

- Responsible for formal meetings cycle (Board, Senior Management Team, Operations, Team), preparation and documentation.
- Participate in meetings with CEO, office bearers, Board and staff as part of the Senior Management Team
- Represent the Centre at conferences and training events as required
- Promotion of organisation via website, social media, and publications
- Liaise with outside agencies to encourage active signposting and training opportunities

### **Board Secretarial duties**

- Organise, administer and document all Board meetings & AGM/PreAGM & Sub Committees
- Facilitate and support strategic planning for Board, CEO and the organisation
- Facilitate and support CEO & Board with procurement, grants, audits and any other tasks as required

### **Financial Support**

- Liaise with CEO & Team Leaders to assist financial system management ensuring compliance & efficiency
- Seek additional income for the Centre through training and grant application opportunities
- Attend, advise and take minutes of the Finance Sub-Committee
- Assist with payments to appropriate bodies for tax, pension and other bodies when required
- Provide absence cover for the Finance & Statistical Manager when required

### **People management**

- Provide line management for the Reception/Referral Officer and the Office Support Assistant
- Provide line management for any Community Engagement Volunteers
- Provide line management support for Work Experience Placement pupils

## **Person Profile**

**Job Title:** Office and Compliance Manager

**Date:** March 2023

### **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 and risk management knowledge	Essential
IOSH Managing Safely Certificate	Desirable
CIPD Certificate in Personnel Practice or equivalent	Desirable
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 365 Skills (Word, Excel and Powerpoint)	Essential
Ability to research to ensure knowledge is updated 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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