

JOB DESCRIPTION

POST:	Office and Compliance Manager
GRADE:	£20,800 per annum based on 25 hours per week
RESPONSIBLE TO:	CEO
MAIN PURPOSE OF THE POST:	As part of the Management Team, responsible for the day to day overseeing and co-ordination of the organisation including office environment, procedures and resources to facilitate organisational effectiveness and efficiency including HR, Finance, Health and Safety and compliance with regulatory bodies.

Main Duties

Office, Facilities and Centre Management

- Oversee general day to day running of the office ensuring smooth, efficient and effective
- Ensure office equipment is maintained to appropriate quality and quantity
- Monitor office contracts including value for money, quality and effectiveness
- Direct and supervise contractors such as cleaners, IT, etc
- Line Manage and promote an efficient administration service
- Prepare/organise/plan/participate/minute all meetings with Board, Management and Staff
- Represent the Centre at conferences and events as required
- Promote the organisation via website, social media and publications
- Liaise with external agencies to encourage active signposting and training opportunities
- Provide absence cover and provide additional services as and when required

Compliance Management and Quality Control

- Act as Data Protection Officer ensuring GDPR compliance of capture, processing, retention/destruction
- Ensure office regulatory and contractual compliance
- Prepare and review Policies, updates & documentation on Office 365 folders and HR systems
- Ensure compliance with regulatory bodies and support report submissions e.g. OSCR, Care Inspectorate, National Standards, etc
- Work with Line Managers to promote and arrange training and registration
- Prepare audits and reports to ensure quality and compliance
- Ensure and action Care Inspectorate portal, information changes and weekly staff absence reports

Finance

- Liaise with CEO, Line Managers and external Accountants to ensure efficient and compliant financial system management
- Assist in preparing/reviewing budgets and forecasts and strategic planning
- Identify and prepare grant and funding applications which meet the Centre's aims and needs
- Manage income and expenditure reconciliation via Xero and ensure accuracy
- Make necessary payments via online banking for tax, pensions, other bodies and service users

Health & Safety Management

- Review and update Health and Safety policies and procedures to ensure compliance

- Manage all risk and security systems and provide necessary staff updates and training
- Ensure compliance when using electronic information systems and platforms
- Keep updated with Health & Safety legislation and requirements
- Oversee health and safety checks and monitor outcomes

Human Resources/Training/Recruitment

- Provide line management support for all administrative staff, volunteers, placements, etc
- Provide effective HR services ensuring legislative compliance, including staff recruitment, induction, training/development, staff monitoring/HR reports, maintaining staff record systems and support
- Delegated signatory for disclosure services
- Liaise with contracted HR consultant as and when required
- Delegate tasks to Administrative staff and support the effective management of their workload, output and development and supervision
- Lead and participate in recruitment for all vacancies

Board Secretarial duties

- Act as Secretary for the organisation and support the Board in their functions
- Organise, administer and minute all Board meetings including Pre-AGM, AGM & Sub Committees
- Facilitate and support strategic planning for Board, CEO and the organisation
- Facilitate and support CEO & Board with procurement, grants, audits and other tasks as required

Requirement**Essential/Desirable****1. Qualification/Education/Knowledge**

Good Health and Safety and risk management knowledge	Essential
Commitment to Continuous Professional Development	Essential
Office/Business/Finance Management HNC or equivalent	Highly Desirable
Finance/Information Technology for Business or similar	Highly Desirable
Leadership and Management Qualification	Desirable
IOSH Managing Safely Certificate	Desirable
CIPD Certificate in Personnel Practice or equivalent	Desirable

2. Experience

Managing an Office including health and safety of buildings	Essential
Compliance with legislation and regulatory bodies	Essential
HR, line management and staff supervision	Highly Desirable
Finance, Xero, Budget preparation and analysis	Highly Desirable
Contract compliance (financial, legal and KPI requirements)	Highly Desirable

3. Abilities

Ability to manage deadlines and work to tight targets	Essential
Experience of leading, managing and encouraging team morale	Essential
Excellent 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
Ability to build networks with other relevant agencies and partners	Highly Desirable

4. Personal Qualities

Strong communication skills both verbal and written	Essential
Compassionate, approachable, empathic and non-judgemental	Essential
Enthusiastic, highly motivated and driven to succeed	Essential
Ability to multi-task and be flexible	Essential
Highly organised, efficient, precise and accurate	Essential
Able to work flexible hours as and when required	Essential

5. Ayr Housing Aid Centre Values

Respect the Centre's ethos, core values, aims and objectives	Essential
Understand service users' needs and aspirations	Essential