

Job Description

Job Title:	Senior Office Administration Manager
Department:	P & D
Reporting to:	People Coordinator
Location:	Head Office

PURPOSE OF ROLE:

The postholder will be responsible for office administration across Head office directorates. Responsible for ensuring the provision of an effective and efficient administrative service across the designated functions and the control, servicing and monitoring of our Head Office location.

MAIN DUTIES AND RESPONSIBILITIES

- Complete the following head office administration including but not limited to:
 - a. Attending to visitors and face to face enquiries
 - b. Responsible for maintenance of common spaces, reception areas, refreshment facilities, meeting rooms for appearance and functionality and central meeting and car parking spaces booking system
 - c. Responsible for main phone line, in and outgoing mail, scanning to depts and courier collections from head office
 - d. Liaising with warehouse to oversee and monitor the weekly collections to Head Office
 - e. Ordering stationery and office-based equipment process including franking machine and photocopiers; and
 - f. Deal with email (general inboxes such as info)
 - g. Training staff on using photocopiers, guillotines etc
 - h. Liaising with external supplier on confidential waste collections
 - i. new starter office orientation during induction
- Act as the key contact for all head office administration queries and provide guidance to staff to resolve any issues raised.
- Dealing with correspondence, complaints and queries received into charity.
- Booking staff transport and accommodation, if and when required.
- Control and monitor the use of standard templates across the charity for items such as standard letter, meeting PowerPoint, templates

- Monitoring of post-out usage from hybrid mail solution
- Completing new starters and leavers on hybrid mail solution, providing a training overview when required and monitoring of cost.
- Managing centralised budgets for areas including hybrid post and printing, franking and stock for stationery and office equipment
- Liaise and work closely with the Data Protection Officer in relation to GDPR ad-hoc queries from administration.
- Liaise with the IT department – arranging regular meetings to review administration requirements and assisting with SAR for GDPR purposes and assisting with logistics of equipment for starters and leavers.
- Processing induction diary management for booking new starters through induction programme.
- Carry out audits of new starter paperwork and processes providing reports to the People team and Line Managers.
- Undertake general administrative duties associated with the People and development team including coordinating training, general meetings and DBS and right to work checks
- Support the Volunteer team with recording volunteer applications on our database
- Process and coordinate the Long service awards for staff and volunteer recognition.
- Recruit and supervise a team of volunteers to help you provide excellent service and administrative support.
- Managing the ongoing postage of the gift aid labels and letters across the retail portfolio working closely with finance.
- Assisting with booking and set up of charity training events or conferences.
- Assistance with preparation of head office letters, presentations and reports if required.

Prepared by: Director of People & Development

Prepared: June 23

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 1998.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Demonstrable experience of Administrative/secretarial/ PA experience in a busy office environment	●	
Experience of communicating with all levels of professional staff and acting as first point of contact for enquiries	●	
Adaptable customer service experience face to face over the telephone and electronically		●
Experience of working with remote based colleagues as well as office based staff and working with diverse groups of people promoting inclusivity and equality		●
Experience of training and coaching people on using basic equipment in office		●
Excellent knowledge of Microsoft Office Word, Excel, PowerPoint, databases	●	
Experience of dealing with confidential, sensitive data and appropriate maintenance and storage of records	●	
Understanding of the voluntary sector		●
Implementation of administrative procedures and systems and applying a common sense approach to these process flows	●	
Experience of collecting, collating and presenting a variety of information in written form	●	
Experience of supervising a team or working with volunteers		●
Skills		
Excellent inter-personal and communication skills	●	
Ability to work on own initiative and manage own workload	●	
Able to plan and organise a varied and busy workload, including handling conflicting priorities and meeting deadlines noting a strong attention to detail	●	
Good networking skills and ability to build and sustain strong relationships with a diverse range of people	●	
Ability to develop creative solutions to issues	●	
Ability to work to deadlines and under pressure	●	

Ability to speak Welsh or commitment to learning

