

## **JOB DESCRIPTION**

<b>Job Title:</b>	Assistant Office Manager
<b>Location:</b>	Fixed base: Bradbury Building - Smiles House, Octagon Business Park, Hospital Road, Little Plumstead, Norwich, NR13 5FH.
<b>Reporting to:</b>	Office Manager (works part-time, 16 hours/week)
<b>Hours worked:</b>	37 hours/week.

### **Job Purpose**

To assist the Office Manager with the management of Business Support tasks and to undertake and manage administrative and practical support across the charity.

### **Duties and Responsibilities**

#### **General duties**

- Assist and, where agreed, deputise for the Office Manager with the management of the office and completion of tasks within the Business Support Team
- Volunteer management
- Provide and manage administrative approaches across the charity
- Manage and coordinate administrative needs for therapeutic interventions

#### **Core tasks**

#### **Supporting the charity's people and providing office management support**

- Delegation and monitoring of administrative tasks within the Business Support Team
- Organising, prioritising and implementing administrative tasks and processes
- Office administration, maintenance and liaising with contractors
- Support managers with process efficiencies that can be achieved in the charity's operations.
- Supporting staff to understand and deliver efficient admin processes relevant to their work as required.
- Recruit, plan tasks, supervise and provide instruction to admin and office volunteers.
- Manage systems for adult and young volunteer processes – including recruitment, training, supervision, transport, awards programme and events.
- Monitoring and submitting DBS checks and ensuring necessary Safeguarding training sessions are promoted for staff, Trustees and volunteers to register.

#### **Operational and financial responsibilities**

- Support the processing of the charity's income, including from banking, online fundraising platforms and other financial statements. Ensuring that income is appropriately recorded against correct codes to a high degree of accuracy and restricted spend recorded where required. Ensuring income records are verified and kept up to date; and letters of receipt / thankyou's issued from the CEO to donors.

- Support the processing of Gift Aid claims to maximise the charity's income from fundraising activities.
- Ensuring banking processes are undertaken in line with the charity's processes, including booking cash collections and banking trips where required.
- Delivery of office administration and maintenance where required (e.g. maintenance at Smiles House, IT support, enquiries from suppliers/engineers etc)
- Support service monitoring processes, including data collection and statistics, for monthly and annual statistics reports, reports for funders and ad-hoc reporting.
- Manage merchandise stock and sales, including through the charity's website, and ensuring orders are promptly dispatched
- Management of office filing systems, alongside the Office Manager
- Manage resource and stationery stock

### **Supporting families and delivery of therapeutic activities**

- Respond to enquiries from the public from all sources (including telephone, email, letter and in person), including bereaved families and the agencies working with them, providing information/signposting where appropriate.
- Inform bereaved families and professionals on how to access services, including making referrals, in line with Nelson's Journey's systems.
- Develop systems, oversee and complete admin preparation for service-related activities, events and training.

### **General administration**

- Provide and manage administrative support as required (Word, Excel, PowerPoint, photocopying, minute taking, reports, room booking, development and upkeep of databases, filing systems etc.)
- Manage mail opening and processes for sending and receiving mail.
- Ensure systems in place for resource and stationery stock management as required.
- Ensure completion of administrative tasks

In addition, the Assistant Office Manager will carry out any other relevant tasks as may be reasonably requested by the charity.