

bounce back.

Job Title: Office Manager

Reports to: Head of Operations

Salary: from £32,000-£36,000

Job Description

Job Purpose

To maintain efficient administration systems for the charity and provide office support to the Bounce Back team.

Core Responsibilities

- Provide administrative support to Senior Leadership Team including diary management, meeting minutes, collating of documents and producing presentations
- Participate actively in the planning and execution of company events and meetings
- Ensure office efficiency is maintained by planning and implementing office systems, including equipment procurement, IT asset management and maintenance of office supplies
- Manage relationships, contracts and price negotiations with service providers ensuring good value to the organisation and that all items are invoiced and paid on time
- Organise and schedule meetings and appointments, including managing room bookings
- Support the Head of Operations with implementing procedures and standards to guide the smooth operation of the office
- Maintain insurance policies, Health & safety documents for the organisation
- Ensure that GDPR requirements are being adhered to in relation to the storage of data, and review and update policies accordingly
- Be the Safeguarding champion
- Produce reports to show office expenses including the monitoring of bursaries for participant expenses liaising with our Finance Officer
- Handle incoming calls acting as a gatekeeper and ensuring messages are escalated and responded to efficiently
- Support the onboarding process of new employees including health & safety inductions, setting up on systems, and ensuring all new employee documents are completed
- Oversees mandatory staff training
- Act as an ambassador for Bounce Back at external networking events

Personal Specification

Knowledge and Skills

- Previous experience providing administrative support to a team ideally as a PA or Office Manager
- Experience working within construction, facilities or property management industries an advantage
- An understanding of the challenges facing people leaving prison and/or recovery of substance misuse

- A understanding of safeguarding and risk management procedures
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using Microsoft Excel Microsoft and Xero an advantage

Personal Qualities

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Energetic, passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines

This is not an exhaustive list of tasks and you may be asked to undertake any other reasonable duties in with your post and the team's needs. Job descriptions are reviewed frequently and may be amended at any time in accordance with the needs of Bounce Back