

COLEBROOK (SOUTH WEST) LTD

JOB DESCRIPTION

<u>JOB TITLE:</u>	Central Senior – Office Co-ordinator
<u>SALARY:</u>	£23,665.20 Per Annum
<u>PROBATIONARY PERIOD:</u>	6 months
<u>CONTRACT TYPE:</u>	Permanent
<u>BASE:</u>	R/O Restore, St Levan Road, Plymouth, PL2 3BG
<u>REPORTS TO:</u>	Business and Finance Manager
<u>NOTICE PERIOD:</u>	1 Month
<u>HOURS:</u>	37 hours per week – 9.00am – 5.00pm Mondays to Thursdays and 9.00am – 4.30pm Fridays. Some occasional flexibility required in working hours regarding occasional weekends or earlier start times as part of the contracted hours, in pre-agreed circumstances.

OVERALL AIMS OF POST:

To oversee and manage the day to day running of the Colebrook office, including systems, suppliers, and IT. To undertake and manage high quality professional administration and essential duties for the organisation, and to meet the business support requirements of the Chief Executive Officer and other managers.

Tasks

1. Organisational

- To review and support a coordinated and organised office environment, including leading on future office moves.
- To oversee purchasing matters and/or purchasing reviews.
- To ensure effective and professional communication with all stakeholders on behalf of the organisation.
- To be responsible for storing and distributing equipment used by staff e.g. phones, first aid kits, personal alarms and to maintain and manage suitable recording systems for use.
- To administrate the yearly Organisational Insurance review and maintain the asset register
- To lead on developing and maintaining our PR and Marketing, including Social Media, and ensure a consistent message on behalf of the Organisation.
- To organise and coordinate Colebrook's internal and external meetings as needed including Full Staff Meetings.
- To provide IT support for the organisation – including day to day queries regarding Sharepoint / Outlook etc.
- Procurement and Supplier Management including researching and contracting best VFM suppliers
- Training report production and distribution.

2. Administrative Support (on behalf of the CEO and Managers):

- To undertake research requests, administration and support requests with minimal support and guidance, ensuring all tasks are undertaken to a high standard, to deadlines and in a professional and business-like manner to include:
 - o To provide support for Charity Log system as required.
 - o To provide support for Healthbox system as required.
 - o To provide support for Server systems (Sharepoint / Outlook / Office) as required.
- To coordinate a central response to service procurement and undertake research and fact finding tasks and present findings in a thought-out, relevant and succinct way.
- Planning and preparing work tasks ahead, negotiating workload and deadlines.
- Planning draft documentation on their behalf needing minor revision and input before distribution.
- Maintaining sensible and orderly filing and archiving systems.
- To provide specific administration support for Colebrook services as agreed with their Manager and appropriate to the role.
- To support with reception tasks and to cover if needed.

3. Staff Management Responsibilities

- To supervise and manage the Apprentice Office Assistant.

4. General Administration

- To provide any other general administrative duties as requested including word processing, spreadsheets, databases, letters, reports compiling forms, filing and photocopying.
- To establish, review and/or improve administrative systems and procedures.
- Point of contact for day to day enquires from staff, clients and other stakeholders.
- Oversee multiple inboxes and deal with emails as needed.
- Petty cash and Mileage expense payments.

5. Health and Safety, Property and Office Management

- Lead on Health and Safety for the Organisation, including PAT testing and ensuring a link with Restore staff.
- Manage premises and source locations as needed for new or changing office needs.
- Manage the office environment including leading on repairs / maintenance.
- Oversee multiple office locations and be point of contact for issues relating to the premises.
- Lead on property management, including repairs, lease management, DPS and tenant queries.
- Be main point of contact for tenants and work to resolve issues as they arise within the properties.
- Work with CEO to manage growing property portfolio development.
- Lease management responsibility and tenant sourcing.

6. General for all posts:

- To undertake other duties that may reasonably be required by the Chief Executive, MT and Board of Directors.
- To comply with all aspects of the policies/procedures and service contracts of Colebrook in accordance with legislation and good practice, complying with data protection act requirements and promoting equality and diversity.

- To remain active and involved in personal development opportunities, training, IT and participate in supervision and performance appraisals as required.
- To promote open and honest communication and to work as part of the team to develop Colebrook's strategic direction and deliver organisational objectives.

Please Note: All job descriptions are reviewed on an ongoing basis. There is an expectation that the relevant duties / tasks can be performed by employee to meet the changing needs of services and / or clients.

PERSON SPECIFICATION

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be short listed for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at interview.

Qualifications & Training

Essential

- **Good education to GCSE / O level standard (or equivalent) including Maths and English to grade C or above.**
- **NVQ or QCF Business Administration and/or suitable equivalent qualification**

Experience and Knowledge...

Essential

- **5 years admin experience**
- **Line Management experience**
- **Social Media and Website management experience**
- **Effective Interpersonal skills**
- **Good telephone manner**
- **Effective verbal and written communication in English**
- **Attention to detail and high accuracy**
- **Good organisational ability and time management skills**
- **Ability to judge priorities and deal with the demands of a busy office**
- **A good knowledge of word processing, spreadsheets (preferably Microsoft Word and Excel)**

Desirable

- Previous experience of office management
- Previous experience of Property management
- Healthbox / Charity Log / Sharepoint experience

Individual Qualities

Essential

- **An organised individual**
- **A team player who is supportive and self-motivated**
- **Ability to remain calm and cheerful under pressure**
- **Takes pride in their work and the level of service they provide**
- **A positive and optimistic outlook**
- **Ability to work in a fair and non-discriminatory manner**
- **Willingness to work in a changing environment**
- **Willingness to undertake further training**
- **Willingness to work with policies and procedures**
- **Commitment to Colebrook's Aims and Objectives**

Post Holder

Name

Signature

Date

Service Manager
