



Office Manager Job Description

Job Title: Office Manager
Location: NIWE Eating Distress Service,
5 Pink Lane Newcastle NE1 5DW
Salary: £21,000 - £25,000 (*dependant on experience*)
Hours of work: 37 hrs per week

Main Purpose of Post

To provide a welcoming, helpful introduction and environment to all those visiting or using NIWE.

Manage and ensure the smooth running of the organisation with an effective and efficient service in line with NIWE's priorities.

Key Duties and Responsibilities

- Meet, greet and receive clients and other visitors in a professional and friendly manner
- Deal with initial enquiries for clinical and other support and information to a high standard
- Use and identify a range of office and accounting software to ensure the efficient running of the service systems.
- Development and streamlining of systems to improve efficiency wherever possible
- Ensure an efficient and organised office layout, maintaining supplies, maintenance of all essential equipment and general facilities management including liaising with landlord as required.
- Work with management team to ensure accurate recording of activities in line with requirements of contracts and funders and for the purpose of internal evaluation, including production of reports. Preparation of reports for both internal and external consumption, as required
- Assist other staff with relevant administrative and organisational tasks relating to maintaining waiting lists, organising work programmes, mailings etc.
- Data input and timely preparation of documents, upkeep of appointment records, service activity and monitoring information
- Maintain and update mailing lists, arranging regular mailouts and user surveys
- Manage online and paper filing systems
- Review and update health and safety policies and report to Board and ensure they are observed and serve as NIWE's designated health and safety officer
- Ensure compliance with current Data Protection legislation and serve as NIWE's data protection officer
- Check and ensure renewal of all required insurance policies

- Actively participate in team meetings, away days, supervision and respond to agreed objectives.
- Manage Evida Data management system, providing guidance to other staff as needed
- Maintain all staff records
- Attend and minute Trust Board meetings, including away days and present financial reports to the Board as required
- Diary management and room use bookings
- Line manage any administrative assistant appointed by NIWE
- Work with NIWE's IT provider to develop and maintain the organisation's website and manage NIWE's social media accounts and presence
















Finance

- Liaise with Connected Voice Business Services, payroll company re staff payments and manage pension contributions online
- Update and maintain Quickbooks accounting system, recording financial transactions
- Operate incoming and outgoing invoice system, including receipts and payments
- Work with accountancy service towards their production of end of year accounts
- Produce quarterly Management accounts and cashflow forecasts working alongside CEO to produce reports to feedback to the Board
- Assist CEO in producing yearly budgets for Board approval
- Assist Chief Executive Officer and any other designated officers in production of monitoring and basic financial information for funding bids, contracts and reports
- Make returns to Charity Commission and Companies House in accordance with regulations
- Manage Gift Aid claims and payments
- Manage online bank accounts

General

Any other duties that fall within the scope and nature of this post as directed by the Chief Executive Officer

NIWE Office Manager: Person Specification

	Knowledge, experience and skills	Essential	Desirable
1.	GCSE level English and Maths or equivalent		
2.	Experience in a similar role		
3.	Knowledge and experience of using IT systems and applications (Word, Excel, PowerPoint) including website and social media		
4.	Knowledge and experience of using a data management system, e.g. Evid		
5.	Experience of using financial systems, e.g. Quickbooks		
6.	Proven experience of accounts management		
7.	Strong organisational and communication skills including ability to communicate with a wide range of people and good writing skills		
8.	Experience of working in a public user setting		
9.	Knowledge of and a strong commitment to equality and diversity		
10.	Knowledge of and a commitment to the aims and principles of NIWE Eating Distress Service		
11.	Excellent organisational and planning skills		
10.	Resourceful and highly motivated		
11.	Willingness and ability to work flexibly, including some out of hours		
12.	Strong team member but with the ability to work independently		
13.	Experience of working in the voluntary sector		
14.	General understanding of mental health issues		