

JOB TITLE: OFFICE MANAGER AND EXECUTIVE ASSISTANT

Law for Life is looking for an experienced Office manager and executive assistant to join a small, fast-paced team. The post holder will contribute to the effective running of Law for Life and offer support across the organisation, CEO and Board of trustees.

The Office manager will keep the virtual workplaces running happily and efficiently by providing employees with tools, resources, policies, and initiatives that enable effective work.

You will be responsible for the implementation and oversight of policies and procedures that nurture efficient working environments where the team thrive. You will be an experienced Office manager from within the third sector or looking to make a move into the sector which more suits your passion and values. The successful candidate will have excellent organisational and planning skills, with the creative mind to develop and implement processes to ensure the smooth running of the office and its human resources.

As a member of the team, you will be joining us at an exciting time in our development as the leading charity in the field of public legal education.

This role reports to the Chief Executive, and works as part of a positive and dedicated team serving a million people each year.

The post is currently funded for a minimum of 12 months, our aim is for the post to become permanent.

Conditions of employment

- Salary:** Full-time £30,919 pa (£18,551 pa for 21 hours per week), inclusive of London Allowance. Cost of living pay awards are negotiated nationally and are normally effective from 1 August each year
- Hours:** Three-day-a-week post (21 hours per week). Some flexibility over when to work the 21 hours but to be on Monday-Thursday between 10-4.
- Period:** The post is offered for a one-year period, with likely extension.
- Location:** Home-working role, with some opportunities for office working. With requirements to come to in-person meetings as required.
- Holidays:** Pro rata 25 working days per annum, exclusive of public holidays

1. MAIN PURPOSE AND DESCRIPTION OF JOB

To provide administrative support to the senior management team in addition to the line management of any administrative staff, and executive support to the CEO. The Office manager will contribute to the implementation of initiatives to improve services and ensure the Charity is supported efficiently and effectively, under the direction of the CEO.

2. POSITION IN THE ORGANISATION

Reports to: Chief Executive

Responsible for: Office management, Board of trustees and CEO support

3. DUTIES AND MAIN RESPONSIBILITIES

ADMINISTRATION

- Organising, maintaining and developing remote office infrastructure and records to ensure the smooth running of the organisation
- Supporting ad hoc meeting arrangements and physical office access
- Document production e.g. letters, policies and employment contracts
- Implementation and oversight of policies and procedures under the supervision of the CEO
- Executive support for the CEO e.g. diary management, organising meetings, managing emails and calls
- Main liaison with service providers (IT, mailing, storage, companies house, charity commissions, ICO etc.)
- Organise internal and external meetings/activities (e.g.: staff meetings, staff socials; in house staff training, other events) (online and in person)
- Support to Advicenow team e-commerce administration

FINANCE AND GOVERNANCE

- Support to finance officer
- Facilitates small procurements, office commissions and invoices
- Support to staff with financial information linked to funding applications
- Oversee donation account and records
- Secretarial support to Board of Trustees - schedule board and finance subcommittee meetings, collect staff reporting, minute taking, governance records

HR

- HR administration e.g. holiday and sickness records, staff and volunteer supervision, appraisals and HR filing
- Yearly policies review and update as necessary including health and safety, HR and Governance under the supervision of the CEO
- Recruitment support including schedules, advertising; main point of contact for applicants and interviews

- Data protection representative under the supervision of Head of Information and Digital Innovation

PERSON SPECIFICATION

This person specification sets out the essential and desirable qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria.

Essential

- An enthusiastic, entrepreneurial, proactive and tenacious person with good judgement.
- Highly organised, able to manage a varied workload and within tight deadlines with an attention to detail
- Strong interpersonal skills; able to build and manage fruitful relationships within the organisation and with stakeholders.
- Proven experience of supporting HR processes.
- Good verbal and written communication skills.
- Ability to work flexibly and as part of a team.
- Proven experience of administration and office management.
- Ability to take responsibility for particular areas of work and work on own initiative.
- Ability to take accurate minutes, manage diaries and meeting schedules.
- Confidence in using computers and the internet and a willingness and aptitude to learn new technology.
- Experience using mailing and online platforms such as Mailchimp, Eventbrite, Microsoft Office/G-Suite.
- Understanding of and commitment to equal opportunities.
- Knowledge of managing correspondence and documents including ability to maintain both electronic and hard copy filing.
- Knowledge and experience in ensuring organisational processes align with GDPR and the Data Protection Act.
- Working in a non-discriminatory manner with colleagues, volunteers, service users, partners and stakeholders.

Desirable but not essential

- Basic desktop research skills.
- Experience of Customer Relationship Management software (e.g. Salesforce)
- Interest in provision of education and information to the public on rights and legal issues.
- Experience of the not-for-profit advice or third sector.
- Experience of organising events.
- GDPR and Data Protection Act training.