

Office Manager

The Harbour is a small charity based in the centre of Bristol. Our vision is that everyone in Bristol has a safe space to talk and be listened to when they face death, dying and bereavement. Since 1991 we have offered counselling and psychotherapy services to people with a serious or life-threatening illness, their carers and loved ones, and people who have been bereaved.

We are looking for an organised, efficient and friendly Office Manager to ensure the smooth-running of our office function and non-clinical administration. This will include liaising with suppliers and contractors, managing our premises, and co-ordinating our internal communications, and our social media and website activity.

You may have experience of managing an office in the voluntary sector or NHS, or you may have worked in a similar role in the private sector. Either way you will be skilled at managing and prioritising several different processes and systems at the same time. You will bring a friendly and efficient approach to work and will be comfortable with maintaining professional boundaries.

If you are looking to make a difference to people in Bristol who face death, dying and bereavement, and you want to join our friendly and committed team then we would love to hear from you.

To apply for the role, please send your CV and a covering letter (not more than 2 pages) outlining how you fit with the person specification, and why you want the job, to info@the-harbour.org.uk.

For an informal conversation about the role please contact Sam Thomas (Chief Executive) on 0117 925 9348 or email sam@the-harbour.org.uk.

The deadline for applications is midday on Friday 6th March 2020.

Interviews will take place in central Bristol on Tuesday 17th March or Thursday 19th March 2020.

Office Manager – role description

Hours per week:	14 per week spread over 4 days (eg. 4 half-days per week)
Salary:	£25,000 FTE (£10,000 pro-rata)
Reports to:	Chief Executive
Responsible for:	Volunteers
Contract type:	Permanent (subject to funding)

JOB DESCRIPTION

Office management and administration

- Ensure the smooth running of The Harbour's office function and non-clinical administration.
- Manage relationships with suppliers and contractors and order office supplies.
- Co-ordinate and manage our IT systems.
- Assist in taking referrals from people who want to access our service.
- Assist in updating policies and procedures as required.

Premises management

- Manage The Harbour's premises, including the co-ordination of maintenance work and improvements to the building.
- Assisting with the induction and orientation of new staff and volunteers.

Social media and communications

- Co-ordinate The Harbour's social media and website activity.

Line management

- Line manage office volunteers as appropriate.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

PERSON SPECIFICATION

Qualifications

- Educated to degree level or equivalent.

Experience (essential)

- Experience of managing a busy office, including administration, managing relationships with suppliers and contractors, archiving, management of information etc.
- Experience of working with colleagues from different teams and departments.
- Experience of internal or external communications (eg. producing information leaflets, staff communications, posters etc).
- Experience of co-ordinating IT systems.

Experience (desirable)

- Experience of working in an office management capacity in the voluntary sector or NHS.

Skills and knowledge (essential)

- Ability to prioritise and manage several work streams at the same time.
- Ability to work closely with colleagues from different teams, building strong relationships across teams whilst also maintaining clear boundaries.
- Excellent interpersonal skills.
- Ability to work independently and manage own workload and others.

Skills and knowledge (desirable)

- Experience of working with people experiencing distress and / or illness/bereavement.

RECRUITMENT PROCESS

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