

The Norwich Centre for Personal, Professional and Spiritual Development

Office Manager

The Norwich Centre is a registered charity which offers counselling to all regardless of ability to pay. We are also a growing training organisation specialising in training professional counsellors.

The Norwich Centre has a vacancy for a full time Office Manager, due to the retirement of the current post holder. This is an opportunity to join a well-established organisation at an exciting point in our evolution and be part of the Senior Management team responsible for the day to day running of the organisation. There is potential to develop this role as the organisation continues to expand. The post is subject to a DBS check.

Responsible to: The Centre Director and to the Chair of Trustees in her absence

Purpose: To be part of the Senior Management team overseeing the day to day running of the Centre, managing the work flow on a daily basis, maintaining accurate records and statistics. To jointly deputise for the Centre Director in her absence.

Hours: 35 hours per week.

Salary £24,570 per annum pro rata (£13.50 per hour)

Annual leave

You will be entitled 4 weeks pro rata paid leave per annum. In addition your entitlement will include an allowance for public holidays.

Principle Responsibilities:

- Use a range of software, including email, spreadsheets and databases to ensure the efficient running of the service
- Manage online and paper filing systems
- Develop and implement new administrative systems, such as record management
- Record office expenditure
- Organise the office layout and manage the budget
- Maintain the condition of the building and arrange for necessary repairs
- Oversee the recruitment of new staff and volunteers, including training and induction
- Ensure adequate cover for absences
- Delegate work to the admin team
- Implement and promote the equality and diversity policy
- Write reports for the Centre Director and Trustees
- Review service accreditation requirements
- Respond to enquiries and complaints
- Review and update health and safety policies and ensure they are observed

Check that Data protection laws are being adhered to in relation to the storage of data and review and update policies
Arrange regular testing for electrical and security equipment
Assist with managing social media
To undertake such other duties as may be required by the Centre Director

Qualifications and experience:

Essential

A degree or HND or relevant experience in management or administration
Excellent organisational and time management skills
Knowledge of Microsoft Office and other commonly used office packages including Xero
Strong IT and typing skills
The ability to prioritise tasks and work under pressure
Good team working skills and the confidence to lead and motivate a team
The ability to manage your workload and supervise others concurrently
Excellent interpersonal, oral and written communication skills
Attention to detail
Flexibility and adaptability to changing workloads
A problem-solving approach to work
Project management skills
Familiarity with legislation in the areas of employment, equality and diversity and data protection will be useful

The criteria are subject to reasonable adjustment to enable disabled candidates to fulfil the requirements of the job.

Application Process:

To apply for this post please complete the electronic application form and equal opportunities monitoring form and send to:

admin@norwichcentre.org

CVs will not be accepted or read.

For an informal discussion please email Caroline Kitcatt:

ckitcatt@norwichcentre.org

Closing date for applications: 22nd October 2021

Interview Date: TBC