

APPLICATION PACK



JOB TITLE:	Finance & Office Manager
LOCATION:	Head Office, Unity House - Blackburn
HOURS:	30 to 37.5 hours per week
REFERENCE:	1404-OM
SALARY:	£25,000 to £27,500 per annum, pro rata
CLOSING DATE: 4 May 2014	
INTERVIEW DATE: Thursday 8 May 2014	

JOB DESCRIPTION

JOB TITLE:	Finance & Office Manager
ACCOUNTABLE TO:	CEO
ACCOUNTABLE FOR:	Service Support Worker Volunteers
BASED AT:	Head Office, Unity House - Blackburn
HOURS:	30 to 37.5 hours per week

PURPOSE OF THE JOB

- To provide an effective office management and business support service
- To maintain the financial management of the organisation in line with the CEO and Trustee requirements
- To provide quality facilities for staff and visitors
- To be responsible for all health and safety issues in relation to the office environment and staff
- To provide project support to managers as required

MAIN DUTIES

Office Systems

To be responsible for the development of effective office systems, keeping them under review and up to date, and contributing to general office administration as appropriate, including:

- Ensuring adequate systems are in place for the maintenance and security of the Premises, including opening and closing procedures for the office building, the maintenance of equipment and the regular review of suppliers
- Ensuring adequate insurance cover is maintained for all appropriate purposes
- Ensuring appropriate control of information technology, data and related procedures
- Liaising with external IT support to maintain the network and troubleshoot IT systems
- Managing a programme of IT upgrading and staff training requirements
- Maintaining document templates to ensure house style
- Development and maintenance of the office filing system
- Development and maintenance of a reference library index

Financial

- Preparation of Quarterly accounts for trustee meetings
- Preparation of Charity Annual Accounts with Youth Action's accountants
- Preparation of financial reports for funders as and when required

- To be responsible for petty cash, banking of cash/ cheques, completion of monthly reporting in accordance with Youth Action cash handling policies & procedures
- Prepare a budget for the year and advise staff/management on balance of funds available as required
- Creating project budgets and providing financial information for funding bids
- Implementing and developing financial policies and procedures
- Responsibility for payroll administration
- The processing of invoices and payments, receipts and banking
- Balancing bank accounts monthly
- To be responsible for budgeting and cash flow for programme events and training courses

Health & Safety

- To be the main health and safety contact for the Head Office, as well as ensuring that all other Offices are compliant, monitoring and maintaining good health and safety standards
- To be an allocated First Aider and Fire Warden
- To carry out the monthly inspections of the office premises. Completing Inspection Checklist, recording, raising and monitoring any outstanding issues, liaising with the Operations Manager where necessary.
- To ensure all staff receive the appropriate induction and information on health & safety and fire safety procedures
- To ensure first aid arrangements and first aid kits are adequate and sufficient; first aid equipment is checked and maintained regularly and records kept
- To be responsible for maintaining and purchasing of health and safety supplies and equipment
- To maintain all records relating to health and safety systems, risk assessments, safety checklists on file and on line (where appropriate).

Administration

- To maintain an Office Handbook and procedure Manual detailing all relevant information and routine aspects of this post
- To be responsible for Staff and Volunteer recruitment and training processes, in co-ordination with Line Managers
- To be responsible for co-ordination of monthly staff meetings in addition to Board Meetings, inclusive of co-ordinating, preparing and circulating agendas and support paperwork
- To manage other service contracts and suppliers, including monitoring performance
- To be the administrator for the intranet and take responsibility for content and updates
- To provide administrative support to managers, the CEO and remote working staff
- To coordinate arrangements for team and other meetings including room bookings, outlook invites, equipment, refreshments and minute taking
- To input referrals on Youth Action's CRM data base (Salesforce)
- To input outcome monitoring forms and export to key Stakeholders
- To be involved in ad hoc projects as required.

Other generic tasks:

- To maintain electronic files and appropriate recording in line with Youth Action's client data recording/protection policy
- To observe the quality of standards within Youth Action and abide by policies and procedures
- To adhere to all of the policies set by Youth Action - specifically, Equal Opportunities, Confidentiality, Data Protection, Safeguarding Children & Adults
- To be able to set clear boundaries and work within the confines of the professional role
- To attend appropriate training and provide feedback as appropriate
- To participate in team meetings as required
- To have a flexible and imaginative approach to service provision
- To have a flexible approach to working hours, to meet additional demand, when necessary

This is a developing service and post holders should be aware that their Job Description may change to meet future service development needs.

PERSON SPECIFICATION



Office Manager

	Essential	Desirable
Experience		
Experience of working in a customer services orientated environment		✓
Experience of financial management, including producing project budgets and reports		✓
Experience of using financial software	✓	
Experience of working with SAGE, QUICKBOOKS or ACCESS Accounts and Payroll software	✓	
Experience of developing and maintaining administrative and quality monitoring systems	✓	
Experience of arranging meetings, minute taking and managing electronic diaries	✓	
Experience of a wide range of office management duties, including facilities management	✓	
Experience of line-managing staff or volunteers		✓
Knowledge		
Principles of Data Protection, Confidentiality & Health and Safety legislation	✓	
Relevant qualification (eg higher qualification in Business and Finance and or Accountancy) <i>Or</i> Evidence of Continuous Professional Development (CPD) in Business, Finance or Accountancy		✓
Skills		
Excellent communication, facilitation, mediation and liaison skills - face to face, by phone and email, in dealing with management and operational staff, clients and external contacts	✓	
Accurately recording and presenting information in a variety of formats, including data input	✓	
Effective organisational and time management skills	✓	
Ability to handle conflicting priorities	✓	
Able to initiate new procedures as appropriate	✓	
Able to problem solve	✓	
IT skills to intermediate level – including Word Processing (mail merge/tables/formatting), Excel, database use, Power point, outlook and internet (for research and information gathering), and confident use of all office equipment (e.g. scanners, photocopiers)	✓	
Excellent literacy and numeracy skills	✓	
Ability to support staff with IT problems, systems and procedures and train them in the use of office equipment	✓	

	Essential	Desirable
Values and Personal Attributes		
Understanding and personal commitment to the values, standards and aims of Youth Action	✓	
Belief in the promotion of equal opportunities and anti-discriminatory practice	✓	
Work co-operatively with colleagues and managers	✓	
Participate in effective team working	✓	
Pay attention to detail	✓	
Proactive approach and able to use own initiative	✓	
Ability to take on responsibility and be solution focused	✓	
Empathy with vulnerable people	✓	
Ability to work under pressure and to meet tight deadlines	✓	
Specific Requirements		
Current full driving licence and access to a car		✓

Terms and conditions

- **Preferred start date:** As soon as possible, preferable
- **Salary:** £25,000 to £27,500 per annum, pro rata permanent.
- **Permit requirement:** Must be eligible to work in the UK
- **Pension:** up to 4% of gross salary to be matched by employee
- **Leave:** 31 days per year (inclusive of Bank Holidays) plus one extra day for every full year of employment (up to a maximum of 33 days)
- **Working hours:** 30 to 37.5 hours per week.

Application Procedure

- **Send your Covering Letter** (detailing how you meet the Job and Person Specification) **and CV to:** workforus@youthaction.org.uk . For more information visit www.youthaction.org.uk
- All completed application forms must reach Youth Action by **28 November 2021**.
- Due to limited resources Youth Action HR will contact only the shortlisted candidates
- Interviews will be held between **1 to 3 December 2021**.
- Any offer made post the second interview will be conditional on receipt of two written references, (from your most recent employer and a character reference). In case clarification is required post the receipt of complete reference forms, Youth Action reserves the right to call the referees.
- The successful applicant will be expected to undergo a DBS check, be compliant and sign up to Youth Action's Safeguarding Policy prior to a final offer being made.

For more information on Youth Action please see our website: www.youthaction.org.uk