



Office Manager

Role Description and Person Specification

Thank you for your interest in working at Citizens Advice West Suffolk. This job pack should give you everything you need to know to apply for this role. If you would like any further information or an informal chat about the role, please contact Carol Eagles on carol.eagles@swcab.org.uk

Closing date: 5pm Wednesday 5th June 2024

Interviews: Week commencing 10th June 2024

Start date: ASAP.

Application forms can be obtained from the website <https://suffolkwestcab.org.uk/job-vacancies/> or by email carol.eagles@swcab.org.uk. Applications must be submitted by email and no CVs will be accepted.

Citizens Advice West Suffolk

We are a local charity who provide free, independent, confidential, and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Our involvement in the local community and the provision of accessible advice for local people are important to us.

Whilst we are part of national Citizens Advice, Citizens Advice West Suffolk is an independent charity and company limited by guarantee.

The Role

We are looking for an energetic and capable Office Manager based in Bury St Edmunds to look after our offices in Bury St Edmunds, Haverhill, Brandon, Newmarket, and Mildenhall. This will be a varied and busy role. You will also be required to provide administrative support and manage the PR/Marketing functions including attending events. Part of the administration function will require minute taking at Trustee Board meetings which would include working till 7pm approximately once a month. We privately rent the Bury St Edmunds office and are tenants in our other locations. Travel between the offices will be necessary once a month so you will need access to a car. You will report to the Chief Executive Officer.

Terms and conditions

Hours: 37 a week.

Salary: £28,056 to £30,383 depending on experience.

Employment Status: Permanent.

Base: Based in Bury St Edmunds with travel between the other CAWS offices in West Suffolk.

Pension: Eligible employees will be enrolled into the workplace pension scheme with NEST - 3% employer and 5% employee contribution.

Contractual Sick Pay to include SSP: 4 weeks full pay and 4 weeks half pay on a rolling 12-month basis, after completion of the 6-month probation period.

Annual Leave: 5.6 weeks per annum to include bank holidays.

Job Description

Key work areas and tasks:

Property Management

- Open and close the Bury St Edmunds Office as part of a team.
- Provide administrative support for Health and Safety at each office.
- Oversee the maintenance of the properties and supplier contracts.
- Arrange for external contractors to provide services (heating, cleaning, utilities, phones, alarms).
- Ensure offices are kept well equipped, neat and tidy.

Trustee Board

- Organise trustee meetings (paperwork and facilities).
- Take minutes of trustee meetings and provide administrative support.
- Help to arrange Annual General Meeting and other trustee events.
- Support the CEO with the requirements of the Leadership self-assessment.

PR/Marketing

- Post content through our website and social media channels.
- Plan, organise and attend events to raise awareness of the work of the LCA.
- Organise press releases and content for local magazines and newspapers.
- Prepare newsletters for both internal and external use.
- Organise posters and leaflets to promote the service.
- Raise awareness of both local and national research and campaigning initiatives.

Professional development

- Prepare for and attend supervision sessions and team meetings.
- Attend training as necessary.

Other duties and responsibilities

- Promote the aims, policies, and membership requirements of the Citizens Advice service.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Maintain safeguarding procedures in accordance with Citizens Advice guidelines.
- Comply with Data Protection legislation and report any issues to the Advice Service's Manager.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the LCA team.
- Use skills and competencies to promote the organisation and foster good relationships with external organisations.

Person specification

Essential

1. A willingness to commit to, and work within, the aims, principles, and policies of the Citizens Advice service.
2. Flexible approach to work and a desire to help other people to get the work done.
3. Familiarity with Social media technologies
4. Good communication skills both verbally and in writing.
5. Excellent IT skills with working knowledge of Microsoft Office products.
6. Ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.
7. Ability to earn and maintain the trust of those people with whom Citizens Advice deals.
8. Access to a car to travel across West Suffolk.