



Office Manager

(Twelve month contract)

The Office Manager is a new position at Pembroke House. This post is full time for a twelve month period. There is the possibility this post will be extended beyond this period.

Pembroke House was founded in 1885 to be a centre for social action in Walworth, south-east London. It continues to fulfil that role in beautifully refurbished premises, where we bring together members of the local community with one another and with people from the world beyond Walworth. We run projects and we host projects run by others and work in partnership with them. We run Pembroke Academy of Music (PAM), which teaches local children music theory, practice and choral singing; a Community Garden; a movement project for learning disabled young people; a singing class for 0 to 4-year-olds and their parents or carers; and a lunch club for older people. We also host a weekly meeting of Narcotics Anonymous; the Choir with No Name's South London Choir for people who have experienced homelessness; exercise classes for hard-to-reach mums run by the local Children's Centre; the Royal Drawing School's Drawing Club South for artistically gifted children; and IntoUniversity's Southwark centre.

The office at Pembroke House is the first point of contact for most visitors to the centre and is the hub for all the activities that are run from the centre. There is a steady stream of people who pass through the office, enquiring about renting one of our halls or wanting more information about activities in the centre. In recent months, we have extended the number of projects we run and made headway with promoting ourselves externally, so we have seen a rise in the number of visitors. We recognise the need to formalise our systems and processes in response to our growth and are looking for an experienced and driven office manager to put these in place ensuring that we operate professionally and efficiently.

The Office Manager will work with the administrative volunteers and the two projects officers as well as the Warden of Pembroke House on buildings issues.

Responsible to: Projects Director

Responsible for: Volunteer office administrators and volunteer Kitchen Manager

Hours of work: 35 hours per week, normally 9 am to 5 pm but with some flexibility for evening or weekend work. TOIL is offered.

Location: The work is located at Pembroke House, Walworth.

Rate of pay: The pay range for this post is £23,000 to £26,000 per annum (to include 28 days paid holiday)

Job Description

Main responsibility

To run the Pembroke House office, putting in place systems that will make it function efficiently and maintain good communications across the mainly part-time staff and volunteer team.

Principal duties

1. Lead the Administrative Team, managing and recruiting volunteers to offer a welcoming reception, an efficient service for people using Pembroke House and general administration.
2. Review the systems and processes currently used in the office, make improvements where required and communicate these to relevant people. This includes intra-Pembroke House communications (including electronic communications and regular meetings), room bookings, financial management, electronic and paper filing, buildings management.
3. Manage and review Pembroke House policies, including the Safeguarding policy, ensuring they are up to date and correctly implemented.
4. Work with people leading activities at Pembroke House to gather monitoring data. Enter data into a computerised monitoring system (training will be provided) and produce standard reports when requested.
5. Contribute to the financial management of Pembroke House through administering the credit control, petty cash and volunteer expenses functions and checking that rent on the residential properties is paid on time. Keep the paper files of financial records up to date and in good order.
6. Manage the short and long term letting of space within Pembroke House. Maintain good relations with organisations regularly using the building ensuring that letting agreements are complied with.

7. Assist with HR by maintaining the holiday calendar, providing necessary administration when staff and volunteers are recruited and keeping the staff handbook up to date.
8. Lead on arranging for office IT systems to be kept in working order including managing the process when improvements to the systems are required. Manage the contract with Pembroke House's IT support provider.
9. Work with the Communications Assistant on external communications to local residents and organisations. Keep signage and entrance hall displays up to date, oversee the regular distribution of flyers to places where the local community meet, act as a gatekeeper of the Pembroke House Twitter and Facebook accounts and maintain the events calendar.
10. Provide Executive Assistant support to the Warden of Pembroke House, including organising his diary, assisting him with building management, servicing trustees meetings, organising occasional fundraising events, co-ordinating the annual satisfaction survey with Pembroke House users and managing the design and print of the annual report.
11. Complete other tasks commensurate with the level of the role.

Occasional duties

1. Attend special events organised by Pembroke House which may be during the evenings or at weekends.
2. Attend monthly team meetings held 6-7pm during the evening.

Person specification

Essential

1. Experience of administration (voluntary or paid).
2. Experience of communicating with a range of different audiences, both verbally and in writing.
3. A flexible, proactive, entrepreneurial approach.
4. Confidence in dealing with difficult people.
5. Ability to manage competing demands/priorities on your time.

6. Highly organised.
7. Experience of managing staff and volunteers.
8. Experience of getting people who you don't manage to do things for you, including volunteers.
9. Ability to attend meetings / events outside of normal office hours.
10. Intermediate level user of MS Office package (Word, Excel and PowerPoint)
11. A commitment to the Equal Opportunities Policy of Pembroke House.

Desirable

1. Experience of working as a volunteer or of working in the voluntary sector.

Conditions of Service

A probationary period of two months will apply before the appointment is confirmed.

Pembroke House is an equal opportunities employer and welcomes applications from all people of legal working age.

This post will be subject to an enhanced DBS check.

The Warden of Pembroke House is also Vicar of St Christopher's Church, Walworth, and Pembroke House serves as a Parish Church. Pembroke House seeks to serve people of all faiths and none; candidates should be comfortable with the Christian ethos of Pembroke House.

Candidates will be expected to abide by the guidelines set out in the Pembroke House handbook, a copy/relevant sections of which can be obtained from the Projects Director.