



## Job Description

<b>Job Title:</b>	<b>Office Manager</b> Full time, located in our National Office in London NW6 (some flexibility due to Covid)
<b>Salary:</b>	£30,000
<b>Hours:</b>	35 hours per week (full time)
<b>Reporting to:</b>	Chief Executive Officer

### **About The Compassionate Friends**

The Compassionate Friends (TCF) is a nationwide UK charity founded over 50 years ago providing peer support to bereaved parents, siblings (18 years+) and grandparents whose child has died at any age and from any cause. We also provide information on parental and sibling bereavement to professionals and other organisations. For more information about TCF go to [www.tcf.org.uk](http://www.tcf.org.uk)

### **The Role**

We are a busy and growing charity looking to appoint an exceptionally organised and motivated individual to manage all administrative and financial tasks essential for the charity to thrive and develop. You will manage and maintain the efficient running of the National Office, including line management of the office administrative staff and office volunteers. In this role, it is vital that you feel comfortable with the subject of bereavement and are able to handle sensitively the needs of bereaved parents and family members, staff and volunteers. You will be working cooperatively with a team of office based and remote staff as well as our volunteer team based throughout the UK. You will support the Chief Executive and assist the TCF staff team, volunteers and trustees in the smooth running and development of the organisation. A key part of your role will be responsibility for the current national database of members and, working with other members of staff and volunteers, the successful implementation of a new membership database in 2022.

You will need a highly flexible approach to ensure that you are able to adjust to the changing needs of the bereaved parents and families our charity supports, as well as being able to adapt to and embrace new environments such as online and digital contexts. Ideally, you will be able to make suggestions, innovate, and implement improvements to the administration and smooth running of the charity's national office. This role would particularly suit a proactive, self-motivated and highly adaptable individual with excellent communication skills and a good understanding of data management. You will require at least 5 years or more of working in an office setting.

## **Main tasks**

### **Administration and data management**

- Maintain and set up new effective and efficient office procedures, administrative systems and services
- Accurately maintain a national database and work to implement a new, improved database in 2022.
- Manage the charity's membership records and data
- Manage all office equipment and contracts
- Support and assist the CEO and other members of staff with administrative tasks

### **Communication**

- Ensure information and publications from the charity are distributed to service users, volunteers and professionals in a timely and efficient way.
- Deal promptly and professionally with all enquiries to the charity
- Update charity website, in cooperation with CEO and staff team.

### **Finance**

- Ensure finance administration support tasks are processed efficiently and accurately including income and expenditure records. Work with CEO and Trustees responsible for charity finance to seek authorisation for expenditure.

### **Staff and Office Volunteers**

- Line manage and train office admin staff (currently 2 part-time staff) and a handful of office volunteers
- Support staff to obtain DBS checks and manage other paperwork/policies for volunteers

### **Other**

- Recommend improvements to the structure and operation of the National Office, incorporating new technology and procedures where appropriate
- Undertake any other relevant duties as directed by line manager

## **Person Specification**

### **Skills & Abilities**

- Ability to administer a busy and complex office environment
- Understanding and proven experience of database and membership management
- Able to demonstrate a customer service approach to ensuring the national office is a resource for staff, volunteers and the bereaved and offers a supportive and efficient service
- Strong organisational skills, including ability to plan and prioritise time and workload efficiently and effectively
- Flexibility and a willingness to adapt to changing needs and environments. Experience of positively embracing and adapting to change
- Proven ability to work in a team and to motivate, support and train staff and volunteers as required
- Accuracy and attention to detail
- Numerate with a knowledge of financial procedures and financial admin tasks
- Excellent oral and written communication skills
- Excellent IT skills, including proficient use of the MS Office software suite

### **Knowledge**

- Experience of working in a busy office environment with competing demands on time and resources, including financial resources
- Knowledge and understanding of database management particularly for a membership organisation
- Knowledge of administrative procedures
- Commitment to the work and mission of The Compassionate Friends including a willingness to abide by the policies and procedures of The Compassionate Friends

- An understanding of and commitment to data protection, safe guarding and confidentiality issues
- An understanding of and a commitment to equal opportunities.
- A good working knowledge of software programmes including Word, Excel, PowerPoint and use of email and internet facilities
- Previous experience of working in the charity/voluntary sector is desirable
- Educated to at least A-level

### **Personal Qualities**

- Comfortable with the subject of bereavement. Emotional intelligence. Ability to handle sensitively, and with compassion, the needs of bereaved parents, staff and volunteers.
- Organised, efficient and calm approach
- Demonstrates responsibility, reliability and integrity.
- Highly flexible and adaptable. A willingness to acquire new skills, ways of working and to embrace and harness new technology
- Strong problem-solving skills, with a flexible and pragmatic approach to reaching appropriate solutions.
- Highly motivated and a can-do approach.
- Able to build effective relationships with staff team and volunteers across the organisation.
- Confident in own judgement and initiative, but will ask for help and work as part of a team when needed.
- Non-judgemental, empathetic attitude and good listening skills

### **Other information**

- The role is subject to an enhanced DBS (Disclosure Barring Service) check.
- Post-holder will need to work outside normal working hours from time to time, including attendance at charity events which can take place during the weekend or evening (time off in lieu is given).