

Office Manager & Executive PA Job Description

Job Purpose and Summary

Make CIC's vision is to see people to turn passion into prosperity.

The organisation's mission is to provide services; support people; facilitate resources and networks in order that people can live happy, healthy and prosperous lives.

This is done by providing affordable, community-focused creative work environments; nurturing people's curiosity to learn skills; facilitating access to opportunities and resources; bringing people together by building networks and hosting events; as well as transforming the environments around us and ultimately people's lives.

The role of the Office Manager is to enable the organisation to realise its vision, and deliver its mission, by supporting the team through effective office management as well as support the two executive directors with personal assistance in their roles.

Job Title	Office Manager
Salary	£19,000 - £22,000
Contract	12 months fixed term (37.5 hours per week), with a view to be permanent thereafter.
Location	Duties will be split between (1) Birkenhead, Wirral (2) Vauxhall, Liverpool (3) Baltic Triangle, Liverpool
Responsible to	Chief Operations Officer
Benefits	30 days holiday. Flexibility around duties for hours and locations.
Working days	Monday to Saturday are all considered ordinary working days.

Key Responsibilities as the Office Manager:

- Organising meetings, including preparing agendas and taking minutes
- Managing databases on residents and members
- Manage physical and electronic records, files and papers
- Booking transport and accommodation
- Ordering stationery, furniture and other office supplies
- Managing the general email inbox
- Preparing letters, presentations and reports
- Point of contact for office based tech, laptops, wifi, etc
- Management of the office budget
- Designing, implementing and maintaining procedures and office administrative systems
- Organising and conducting induction programmes
- Ensuring that health and safety policies are up to date
- Managing timelines and key calendar dates, such as fire alarm checks
- Assisting the organisation's HR function, scheduling and rota
- Act as on-site first aider
- Open and/or close the building and/or office
- Keep a record of office spending, including petty cash
- Support in the raising of invoices, credit notes, cheque requests, credit control and purchase were appropriate.
- Ensure that the appearance of the office and meeting spaces are tidy and well organised
- Collect, open and deal with mail and routine correspondence.
- Draft, produce and sign correspondence when necessary, including processing routine requests e.g. pay claims, trips documentation, capital expenditure requests etc
- Organising staff training sessions and activities
- Manage the company diary for regulatory and statutory dates and actions

Key Responsibilities as the Executive PA:

- Secretarial service such as organising meetings, minute-taking
- Diary management
- First point of contact for enquiries
- Assist with the preparation, drafting and production of documentation
- Assist with the preparation of presentations
- Be responsible for ensuring that agendas and papers are prepared sufficiently in advance for meetings and that minutes taken are accurate
- Responsible for the dissemination and summarising of information either in advance or after the meetings
- Manage the completion of actions directly with those to whom they have been assigned following meetings
- Manage the completion of actions of the executive directors following meetings
- Management of deadlines and other time-bound commitments

Person Specification

The below table demonstrates the key qualities and experience of someone we think would be great for this role. We have also included their associated importance are the areas that we will focus on when reviewing your cover letter and CV.

	Category	Essential	Desired
	Qualifications		
1	Degree level or education or relevant demonstrable experience	✓	
	Experience		
2	Demonstrable experience in managing resources and stock	✓	
3	Demonstrable experience working in an administrative role	✓	
4	Demonstrable experience of working within a fast paced small to medium enterprise (SME)		✓
5	Demonstrable experience of stakeholder relationship management and coordination	✓	
	Knowledge		
5	Knowledge of Microsoft and/or Google software	✓	
6	Knowledge of using project management tools (Asana is preferable)		✓
	Skills		
7	Demonstrable experience of producing and taking minutes	✓	
8	Ability to maintain accurate filing/documentation systems	✓	
9	Strong, demonstrable organisation skills	✓	
10	Demonstrable experience of having well planned, systematic approach to tasks	✓	
11	High attention to detail	✓	

12	Ability to work unsupervised and from own initiative	✓	
13	Ability to work to and manage personal deadlines	✓	
14	Excellent communication skills	✓	
15	Demonstrable ability to work well within a small team	✓	
16	Demonstrable experience in calendar and diary management	✓	
	Other		
17	Excited by working within a maker/creative community	✓	
18	Passionate about the third sector/social enterprise and impact in the community	✓	
19	Excited by the prospect of working at Make CIC	✓	

Equality, Diversity and Inclusion at Make CIC

It is Make CIC's mission to lead by example in helping generate social value and improve lives through our outputs. We are committed to celebrating and including the valuable contribution that people from all backgrounds have to offer.

We are working to eliminating discrimination and promoting equality of opportunity in all aspects of our relationships, regardless of age, cultural background, class, disability, ethnicity, gender, sexual orientation, gender reassignment, faith, working patterns, language, union activity, or individual health status.

Our recruitment process is governed by our Equality and Diversity policy which contains processes and responsibilities to ensure that your recruitment journey is fair and unbiased.

We're committed to continually improving our practices and welcome any feedback at hello@makeliverpool.com.

Assistance, adaptations and adjustments

If there are any adaptation or adjustments we can make to assist you in your application or with our recruitment process, please let us know at hello@makeliverpool.com.