



## **Job Description – Office Manager/ Executive Assistant**

**Reporting to:** Deputy CEO/SMT

**Responsible for:** Co-ordinating admin staff in all sites

**Salary:** £24-26k (depending on skills and experience) **Hours:** 35 hours per week

**Contract-** 2 years

**Probation period:** 6 months

This is a great opportunity for an experienced Office Manager to join a forward-thinking and vibrant regional charity, which delivers broad support to refugees and migrants across the Black Country and Birmingham.

We are looking for an enthusiastic and dedicated Office Manager/Senior Administrator who is able to:

- Manage and coordinate a busy environment with several sites, in relation to administrative duties.
- Support the CEO, Deputy CEO and other Senior Managers in the preparation and coordination of operational reports for the Management Team.
- Provide high-level admin and PA support to the Senior Management Team (SMT), and the board of trustees.
- Cooperate with the Human Resources Manager, in order to ensure efficient handling of HR-related matters.
- Seek to coordinate the admin roles across teams and branches.
- Be the key contact for overarching, cross-organisational internal communications.

The ideal candidate will be proficient in all aspects of IT and Office Management. The post holder must be able to plan and prioritise a varied workload, exercising appropriate judgement and responding promptly and appropriately to all enquiries. The post holder will be required to handle information of a confidential nature and must observe the highest standards of professionalism, discretion and confidentiality. They will demonstrate excellent communication skills and the ability to liaise professionally with Senior Management, staff and external stakeholders.



The post provides an opportunity to develop your people-management skills and be a part of the wider running of the organisation.

Successful candidates will be supported and encouraged to develop and enhance their skills and qualifications. Comprehensive support and mentoring will be provided to the successful applicant, to enable them to meet the expectations of the post.

## **Principal Tasks**

### **Administration**

- To be responsible for the effective and efficient running of administration at RMC, across sites.
- Responsibility for oversight of our premises in Birmingham, Wolverhampton and Walsall, including lead responsibility for health & safety, fire safety and all facility management.

### **Supporting the SMT**

- Provide PA support to SMT when required, including writing minutes, letters and emails and arranging meetings.
- Administrative support to SMT, including document creation, proof reading and other ad-hoc administration, as required.
- To provide secretariat for Trustee Board meetings, including arranging meetings and taking minutes.

### **Working with Human Resources Manager**

- Supporting with the provision of a comprehensive human resources service to ensure that we are recruiting the best employees and supporting them to deliver outstanding services.
- Communicating clearly and efficiently with Human Resources Manager to ensure all employment related issues are addressed appropriately.
- Supporting with initiatives to ensure the wellbeing of staff, being mindful of the impacts on them of working with marginalised members of society.

### **Internal Communications**

- Be the key contact for overarching, cross-organisational internal communications.
- Ensure a cohesive approach across sites, which involves producing a monthly staff newsletter, organising regular all staff briefings etc.
- Organise staff team building days.
- Lead on admin for website and social media – to update and upload content provided by SMT and other managers.

### **Flexibility**

In order to deliver the stated aims of for this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job and within the pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed

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### **Job spec**

- Minimum of 5 years of work experience, in a similar role (office management, high-level administration etc). **Essential.**
- A proven high standard of communication skills, including written, oral, presentational and interpersonal skills. **Essential.**
- Educated to degree level or equivalent. **Highly desirable.**
- Excellent attention to detail. **Essential.**
- Ability to produce high quality written work to deadline, organisational skills and the ability to manage and prioritise a demanding workload. **Essential.**
- Strong planning, organizational, and time management skills. **Essential.**
- Commitment to equality and diversity. **Essential.**
- An ability to self-motivate and work independently. **Highly desirable.**
- Experience of working in a multicultural environment and sensitivity towards other cultures. **Highly desirable.**
- A proven record of teamwork and flexibility. **Desirable**