

**Job Description – Office Manager****Reporting to:** Senior Management Team**Salary:** £27.5-29.5k (depending on skills and experience)**Hours:** 35 hours per week**Contract-** Permanent**Probation period:** 6 months**Purpose and Scope of the Role**

This is an exciting opportunity for the right person to join the Refugee Migrant Centre (RMC) as its Office Manager. RMC is an established, award winning, regional charity, renowned for its work with refugees and migrants. For over 23 years, RMC has assisted thousands of refugees and migrants from 162 countries. It has helped to remove the barriers to integration, helping its clients become equal citizens, using a whole-person approach to the delivery of services from specialist legal advice through to education and employment programmes. The post holder will join RMC and work closely with key managers ensuring that all offices run smoothly. This is an exciting time to be joining the team, as RMC are strengthening and expanding its infrastructure following a period of growth in staff, activities and turnover (from £776k to £3.8 million in the last 5 years).

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

- Manage and coordinate a busy office environment with several sites (5 currently), in relation to office management and administrative duties.
- The ideal candidate will be proficient in all aspects of Office Management as well as coordination of IT related matters. 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.

**Principal Tasks****Office Management & Administration**

- To be responsible for the effective and efficient running of the offices at RMC, across all sites.
- Responsibility for oversight of our premises in Birmingham, Wolverhampton Walsall and Dudley, including lead responsibility for implementing the health, safety & environment policy, fire safety and all facilities management.
- Liaising with the landlords on resolving any issues across the sites.
- To manage the IT staff who provide day to day support to the team

- To manage the cleaners across the sites

### **Volunteer Administration**

- To support the Volunteer and Training Manager with general administration duties.
- To conduct the volunteer DBS checks with our external provider, ensuring the correct identification has been sought and is on file, and identifying when new checks are required
- Requesting references for volunteers who have recently applied for a position
- Maintaining spreadsheets for volunteers' key information; including supporting mentors to log volunteer hours, contact details etc
- Uploading paperwork onto the volunteer database.

### **Supporting the Senior Management Team (SMT)**

- When required to show flexibility and provide quality support for SMT.
- In close cooperation with colleagues in similar roles to ensure the instructions of Senior Managers are followed, deadlines are met etc.

### **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.**
- 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.**
- Be able to multi-task and work in a very busy environment - **Essential**
- Educated to degree level or equivalent. **Highly desirable.**
- 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**

Job Types: Full-time, Permanent

Salary: £27,500.00-£29,000.00 per year

Benefits:

- Company pension

Schedule:

- 12-hour shift
- Monday to Friday

Ability to commute/relocate:

- Birmingham, West Midlands: reliably commute or plan to relocate before starting work (required)

Work Location: In person