



JOB DESCRIPTION

Job Title	PA/Office Manager
Purpose	<p>Providing senior level support as Personal Assistant to the Executive Director and acting as Office Manager to organize and coordinate administration duties and office procedures.</p> <p>This role is key to creating and maintaining a pleasant work environment, ensuring high levels of organizational effectiveness, communication and safety.</p>
Reporting to	Executive Director
Posts line managed	None
Relationships	Exec Director, management and staff team, Chair and Board of Directors, funders, stakeholders, community representatives, partners (all sectors) and volunteers.
Projects/contracts	As directed
Budget	c.£6000.00 p.a.
Income generation	Shared responsibility to be alert and contribute to opportunities to generate income for SPCIC.
Salary	£25,000 (£20,000 pro rata)
Scale point	NJC SCP 22-23
Hours	30 hours a week - flexible may include some evenings/weekends
Contract	Permanent, subject to continued funding
Location	SPCIC Office, Docklands Community Centre, 29 Brigstocke Road, Bristol, BS2 8UA
<p>Main Duties and Tasks</p> <p>Supporting the Executive Director Provide senior level assistance and support to the Executive Director covering;</p> <ul style="list-style-type: none"> ○ telephone, diary and email management using initiative and judgement to proactively make decisions and prioritize appointments ○ arranging meetings and events as directed ○ anticipating and proactively managing travel and accommodation requirements ○ undertaking desk-research as needed ○ preparing/drafting letters, presentations and reports ○ communicating with existing and potential partners and stakeholders on behalf of the Executive Director/Board ○ providing support for business and project planning activities including co-ordinating use of project management systems (i.e. Asana) across the staff team ○ processing and managing the safe, GDPR compliant storage of data and information, including that of a confidential nature relating to HR and Governance 	



- leading on with recruitment campaigns; working with other staff or consultants as necessary to advertise vacancies, organize interviews/tasks and other related activities
- ensuring working with the outsourced HR provider to support the Executive leadership in relation to HR processes, policies and procedures
- working with relevant managers to ensure that an effective induction programme has been completed for new staff, Directors and other volunteers.

Supporting Governance

Support excellence in governance practice through the provision administrative assistance to the Chairs of the Board and related sub-committees. This includes;

- working with Chair and Exec Director to agree the annual meeting(s) schedule
- working with the Chair and Exec Director to draft agendas and collate board papers for dissemination in advance
- arranging venues, refreshments and transport as required.
- attending meetings, drafting and disseminating minutes
- updating and maintaining SharePoint and other systems for the communication and administration of governance
- assisting The Exec Director and Board in ensuring Data Protection requirements are adhered to
- maintaining SPCIC's policy tracker and bringing relevant documents forward for review in line with the schedule
- administering the induction of new Directors and other volunteers.

Office Management

Ensure the smooth running of SPCIC's office base covering;

- overseeing and managing St. Paul's Carnival office to ensure the maintenance of resources, supplies and office/admin systems (e.g. Gmail, SharePoint, databases and central records)
- working with relevant staff and/or suppliers to ensure the office is safe, effective and well maintained.
- implementing and monitoring general, health and safety policies, protocols and procedures
- liaising with building Landlords and building maintenance regarding the condition of the office and arrange for necessary repairs and refurbishments.
- acting as 'first point of contact' welcoming and engaging with visitors to the office and supporting them to access our services/staff/events
- acting as key contact for the company's outsourced services providing liaison with other members of staff as required
- work with the Executive Director and Finance Manager to managing the office management and staff wellbeing budgets (c.£6000.00 p.a.)
- dealing with incoming and outgoing post and deliveries

Ensure maintenance of stationery, office equipment and other resources, and the regular testing of electrical equipment and safety devices

- Organizing leaving and Birthday gifts for staff and trustees

General

Expected of all employees.



- Keep informed of and work in accordance with relevant legislation, policy and good practice developments.
- Contribute to other SPCIC projects from time to time.
- Carry out duties in compliance with SPCIC's policies and procedures
- Participate in staff meetings, supervision, appraisals and training as agreed with the line manager.
- Contribute to agreed monitoring and evaluation of own work/projects and contribute to regular and annual reports.
- Be responsible for own safety and not endanger that of colleagues/visitors in the workplace.
- Undertake occasional out of hours work, as directed by line manager.
- Act as an ambassador for SPCIC and positively contribute to the delivery of SPCIC's marketing and communication strategies.
- Undertake other reasonable duties commensurate with the grading for the post.



Personal Specification

Requirement	Essential	Desirable
Skills, knowledge, understanding and experience	<p>At least 2 years' experience providing high level support to Executive/senior management</p> <p>Knowledge and working experience of Microsoft 365 software (Outlook, Word, Powerpoint, Access & Excel)</p> <p>Strong administration skills and knowledge</p> <p>Excellent communication and interpersonal skills</p> <p>Excellent organisational and time management skills</p> <p>Knowledge of basic HR processes and record-keeping</p> <p>Experience of supporting Governance; minute taking, collation of Board papers and reports and timely dissemination of same</p> <p>Experience of office management protocols and procedures</p> <p>Strong numeracy and literacy skills</p>	<p>Experience of working within an equalities-led organisation/company</p> <p>Experience of working with equalities communities</p>
Personal attributes	<ul style="list-style-type: none"> • Multitasker • Reliable, discreet and Trustworthy • Solution focused • Team player • Quick learner 	
Other requirements	<p>Understanding and demonstrable commitment to equity, equality, diversity and inclusion</p>	<ul style="list-style-type: none"> • Previous experience working for arts organization, Social Enterprise/Community Interest Company (or similar)