



# Office Manager Job Pack

Thank you for your interest in working at Citizens Advice Dacorum. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of National Citizens Advice and Citizens Advice Dacorum
- The role profile and personal specification
- Terms and conditions
- What we give our staff

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



# 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

## How Citizens Advice Dacorum works

Citizens Advice Dacorum is an independent charity supporting people who live and/or work in Dacorum. Our staff & volunteer team operate a telephone, webchat and face to face service in the Voluntary Sector of The Forum and also at our smaller location in the Civic Centre in Berkhamsted.

Our vision is that Dacorum is a borough where everyone can easily access the advice they need to move forward. We use our experience of advice work and the data we collect to influence policies and practices that affect the lives of people in Dacorum.

- We ensure our services are independent, confidential and impartial.
- We aim to serve everyone who lives or works in Dacorum by ensuring all services continue to be free to users.
- We embrace diversity and seek to challenge discrimination in all aspects of what we do.

We promote equality and challenge discrimination, and strive to be an Equal Opportunities employer. We encourage and welcome applications from people of all backgrounds. We are a Disability Confident Committed Employer and our offices at The Forum are fully accessible.

We will retain and use the information you provide only for this recruitment process. It is necessary that we hold this information to operate a fair and equitable procedure. We will keep this securely and destroy it after six months unless you have been appointed to a role in which case it will form part of your employment record.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

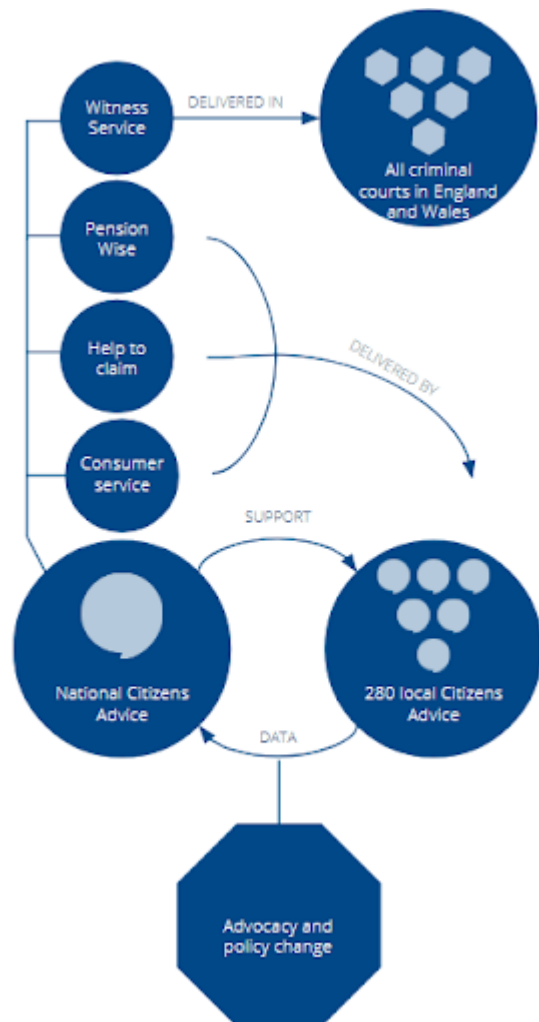
This role sits in our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





## The role

If you're a great organiser with strong administration & digital skills and a flair for leading and motivating a team of volunteers, then this could be the role for you.

As Office Manager in a friendly and supportive team you will be responsible for developing and communicating all the administrative activities that facilitate the smooth running of the office.

You will play a key part in maintaining and enhancing our service and quality of advice, through effective administration, ongoing improvement of processes and support for staff & volunteers. You will need to have a flexible approach, strong verbal and written communication skills, as well as demonstrable IT and people management skills.

This is a management role with lots of hands on involvement in recruitment, training and management of a team of Admin & Reception volunteers, responsibility for the office itself, development of referral processes and front of house reception issues and queries.



## Role profile

- Recruit, train, supervise and support volunteer admin and reception workers in conjunction with the Volunteer Coordinator & Training Manager. To ensure the availability, appropriate skillset and that we have sufficient numbers of volunteer admin supporting the Centre.
- To actively manage the volunteer admin team by evaluating their appraisal feedback and consulting them, to consider & implement measures to help build their job satisfaction and cohesiveness as a team.
- Line manage the paid admin support worker, manage their performance and promote their training and development
- Ensure provision of general administrative support to the staff, volunteers and case workers via timely delegation to the admin team and oversee their workload and output.
- Manage the adviser, reception and admin support rota on a weekly basis, and where possible, organise cover for absences within the constraints of available resources.
- Respond to client and customer enquiries and complaints and escalate to colleagues as appropriate
- Oversee monitor and develop effective and efficient administrative systems, including incoming/outgoing mail

- Use a range of office software, including email, spreadsheets and databases, to ensure the efficient running of the office
- Manage online and paper filing systems, supporting our aim to move to less paper. Oversee scanning of all documents
- Delegate Set up and maintain HR systems including an up to date staff holiday and time off in lieu (TOIL) rota
- Abide by and promote the equality and diversity policy, in line with the aims and principles of Citizens Advice Dacorum
- Adhere to and promote data protection laws in relation to the storage and use of data in line with GDPR and be responsible for associated reporting – complete compulsory GDPR training annually
- Attend training as required
- Manage our social media presence on FaceBook, Twitter and LinkedIn
- Oversee and update our service listings on various platforms inc Citizens Advice and Google
- Update our internal Portal and public website as required
- Manage, schedule and minute staff and volunteer meetings



## Person specification

### Essential Skills Criteria

1. Good team working skills and the confidence to recruit, lead and motivate a team, with experience of working with volunteers
2. Ability to encourage others to reach their potential. Working with other members of the Centre team in supporting, coaching and training Admin volunteers
3. Have a genuine interest in people and create a supportive positive atmosphere for our volunteers to enjoy operating in.
4. Possess excellent organisational and time management skills
5. Excellent interpersonal, oral and written communication skills
6. Excellent digital skills, be a competent IT user of Microsoft applications and Google docs with an aptitude for learning new software and supporting others.
7. The ability to prioritise tasks and work under pressure
8. Experience with Social Media and Content Management of websites, WordPress and social media platforms
9. The ability to manage your own workload and the work of others concurrently
10. Excellent attention to detail
11. Flexible and adaptable approach to changing workloads
12. A can-do attitude and problem-solving approach to your work

## Desirable Skills Criteria

1. We are planning a transition to MS365 this year and the successful candidate will be required to liaise with colleagues and the IT Company to facilitate this transition, so experience of MS365 and/or managing a IT system transition would be helpful
2. Knowledge of HR and Health & Safety legislation in the workplace is preferred, but not essential if willing to learn
3. Experience of working with volunteers would be preferred but is not essential



## Terms and conditions

Salary : £24,982 & £898 London Weighting FTE Pro Rata (Actual Salary for hours worked £17,943)

Hours: 26 hours per week permanent contract usually based at The Forum, Hemel Hempstead, occasionally Berkhamsted Civic Centre.



## What we give our staff

Contractual Sick Pay. Pension Nest Contributions of 5%, subject to minimum employee contribution. Our team at Citizens Advice Dacorum benefit from membership of LifeWorks; an employee assistance programme (EAP) and innovative well-being resource tool, available any time, 24/7. It offers counselling, practical information, and digital content to support your mental, physical, social and financial wellbeing. Training is available on an ongoing basis to develop your skills. We are proud of our knowledge share culture and the mutual support in the team.

### **To apply: Please send your completed application form to**

[admin1@dacorum.cabnet.org.uk](mailto:admin1@dacorum.cabnet.org.uk) OR Post to Citizens Advice Dacorum, The Voluntary Sector, The Forum, Marlowes, Hemel Hempstead HP1 1DN

***Please ensure you explain how you meet each aspect of the Person Specification in your application.***

**Closing date for Applications:** 12 noon on **Wednesday 12<sup>th</sup> May 2021**

**Interview Dates:** 25<sup>th</sup> & 26<sup>th</sup> May 2021

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