

Office Manager

Leeds Older People's Forum

Job Description

Responsible to	Chief Executive Officer
Responsible for	Administrative Assistant
Employed by	Leeds Older People's Forum (LOPF)
Salary	Scale 6: SCP 18-22 (currently £25,419 - £27,514)
Contract	Permanent post subject to funding
Annual Leave	25 days + 8 days public holiday pro rata
Pension scheme	Company scheme or contribution to private scheme (5% employer contribution)
Hours of working	35 Hours per week (job share requests will be considered)
Location:	Varied (a mixture of working from home and working from the LOPF office at LS3 1AB)
Closing date:	10am Monday 11th July 2022

About Leeds Older People's Forum

Leeds Older People's Forum is a registered charity that exists to promote the wellbeing of older people in the city of Leeds. We're a network of third sector organisations working to ensure older people have the opportunities, freedom and support to live the life they want.

Together, we've been working with and for older people since 1994 to make Leeds the best city to grow old in. Our member organisations work closely with older people across a diverse range of areas, including health, social care, housing, transport and leisure.

We're constantly exploring, evaluating and adjusting to the needs of older people. Thanks to our connections to the wider health and social care network in Leeds, we're in a position to promote the wellbeing of older people in a way that's shaped directly by their voices.

We aim to do this by:

- Identifying and promoting the needs of older people
- Supporting our member organisations to work effectively with older people

- Developing a diverse range of engaging campaigns
- Influencing and developing policies around issues affecting older people
- Challenging ageism and discrimination with older people's stories and experience of ageing
- Using co-production to develop projects and promote social participation
- Sharing information and best practice with organisations that support older people

We place older people at the heart of everything we do, responding to their views and lived experiences.

Role Overview

The Office Manager will be an integral part of the business, reporting to the CEO and Board of Trustees. The Office Manager will support LOPF core work and also support a variety of programmes led by LOPF. Currently, two of our larger programmes are:

[Travel Connections](#): This one year, 'test and learn' programme has been awarded a grant through the Department for Transport's 'Tackling Loneliness with Transport' fund. The aim is to explore how the vast network of existing transport resources in Leeds can be better used to reduce loneliness for older people. Travel Connections will run until 31 May 2023.

[Enhance](#): Leeds Older People's Forum is leading on Enhance on behalf of the Forum Central Partnership in partnership with Leeds Community Healthcare Trust. This programme supports safe and sustainable discharge from hospital and neighbourhood teams into a secure home environment. Enhance links Neighbourhood Teams with third sector organisations across Leeds to enhance capacity in both sectors, enabling people to receive a range of support at home to help them stay well. Enhance will run until 31 March 2023 unless continuation funding is secured.

Purpose of the Post

- To enable efficient delivery of LOPF's work by providing a full range of administrative support to the management and staff team
- To find ways to improve efficiency and collaboration and identify possible improvements to LOPF's administrative systems and implement changes as required
- To support the governance, finance, programme monitoring and evaluation of the various programmes
- To help LOPF to promote our work, our learning and achievements to the wider community
- Line management responsibility for an Administrative Assistant

Key Roles

Administration

- Provide administrative support to Leeds Older People's Forum, Trustees, steering groups and associated sub groups
- Organise and maintain an electronic and paper-based filing system ensuring an audit trail that meets the requirements of funders
- Ensure that confidential documents are filed securely and have restricted access and that LOPF complies with GDPR requirements

Programme Team and Partnerships

- Assist the staff team with all business related matters as and when required
- Provide IT support
- Be the first point of contact for LOPF, responding to telephone, email and other enquiries
- Work proactively to identify and implement administrative tasks efficiently
- Take the lead on identifying improvements to our administrative systems
- Support the governance of the programmes as required by members of the programme team by, for example, planning meetings and other events, including photocopying and distribution of papers, inviting attendees, booking rooms, arranging transport, organising speakers
- Minute and note taking at partnership meetings, sub-groups meetings, events etc.
- Maintain an up to date Customer Relationship Management(CRM) system for contacts and target community groups
- Collate information for the purposes of monitoring, performance improvement and sharing learning
- Prepare reports and presentations for the purposes of monitoring and performance improvement

Finance

Support the Management Accountant with routine finance administration tasks including:

- Processing payments and receipts on QuickBooks (our accounting system) and through our online banking;
- Allocating Bills to departments on Quickbooks;
- Processing payments on our online banking system,;
- Raising invoices on QuickBooks;
- Allocating receipt of payments on QuickBooks;
- Assisting with the monitoring of and renewing supplier contracts.
- Filing finance information

Monitoring and Evaluation

- Data entry of evaluation information, as required
- Collate contract monitoring information
- Basic data analysis

Promoting the work of LOPF

- Support the wider team in promoting LOPF's work including developing and maintaining a contacts database.

Event administration

- Promotion of events using various media with targeted and accessible communications
- Book rooms, liaise with attendees, arranging catering - working to a budget
- Set up and manage online bookings using Eventbrite (or similar) and postal/telephone bookings

- Contribute to the smooth-running of conferences, including attendance at the event
- Set up and set down for meetings and events
- Collate and promote post conference/event information

Other Duties

- Identify your own training needs and undertake training
- Attend staff meetings and regular supervision
- Carry out further duties commensurate with the post
- Carry out the duties of the post with due regard to the Leeds Older People's Forum Equality and Diversity policy

Person Specification

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Previous experience as an Office Manager or a similar role
- Experience of using office systems and equipment
- Strong organisational skills with a problem-solving attitude
- Motivated to streamline processes
- Attention to detail and the ability to work accurately and efficiently
- Excellent IT skills
- Ability to work proactively and take responsibility for own workload
- Ability to manage an evolving workload and be able to prioritise accordingly
- Excellent verbal and written communication skills with the ability to communicate effectively over the phone, face-to-face and online
- Understanding of data protection and confidentiality
- Experience of using word-processing software and Google Drive
- Prepared to work remotely
- Comfortable being the named administrator for different software applications and for managing billing, users etc
- Experience of developing or improving office systems or processes
- Ability to map information and develop contacts lists
- Experience of minute taking
- Experience of using databases

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE

- Line management experience
- Understanding of the access needs of older people in relation to this role
- Experience of book-keeping
- Trained on the use of accounting software
- Experience of working with volunteers
- Experience of producing publicity materials
- Willing to set up and support technical equipment
- Able to update content on website
- Experience of using software integrations eg capturing data via forms
- Ability to import, export, and analyse data
- Ability to proof-read reports and other communications
- Experience of using a range of social media tools

- Experience of using web-based tools including Airtable, Eventbrite, Wordpress