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# Job Description

# Post: Office Co-ordinator – Area Office or Head Office

**Location:** Area Office or Head Office

**Hours:** 37.5 hours per week

**Accountable to:**  Area Manager or Procurement Advisor

**DBS status:** This role requires a basic DBS disclosure

**Rank:**

### Key Purpose

* To deliver an office management and administration service to the Area Office or Head Office and other patch offices that provides excellent customer service
* To ensure cover is provided by other team members as required.
* To provide support to the Area Manager or the Procurement Advisor and specified members of the Executive Management Team.
* To support effective financial administration for the Area or Head Office in respect of administration budgets.
* To be the focal point for proactive resolution of administrative issues and development and refinement of Area or Head Office based systems.
* To act as the Health and Safety at work competent person (Area Office only)
* To administer the activities of the Company Car scheme liaising with the Lease Hire Company (Head Office only).
* To administer the processing of insurance matters for Company vehicles and property (Head Office only).

### Main Duties

**Support**

Provide general administrative support for the Area Management Team or Head Office Administration team and EMT including:

* Providing professional and welcoming reception services including managing telephones, taking messages and processing incoming and outgoing post.
* Ensure cover is provided by other administrators / temporary staff as required.
* Provide general admin and reception services for the area office, or head office at all times.
* Drafting of letters/emails as appropriate.
* Database work.
* Arrange appointments and meetings.
* Co-ordinate agendas and take notes at meetings as required.
* Prepare presentations and reports, including slides, charts, and graphs, as required.
* Support members of the Area Team or Head Office Management Team to effectively collate information and data on operational activity and prepare reports as required.
* To act as conduit to enable effective communication.
* To collate data and develop effective reporting mechanisms.
* Undertake project work as required.
* Co-ordinate administration support on an ad hoc basis for Locality Managers or Head Office Managers.
* provide back-up support in the department as required.

**Office Management**

* Ensuring the area office or head office has a professional and welcoming reception area environment.
* Manage the administration of activities within the office including compliance and office protocols.
* Liaise with the landlords over office management issues.
* Manage communications with contractors used within the office: i.e. cleaners, window cleaners, maintenance repairs, builders etc.
* Co-ordinate the administration of the maintenance of office equipment.
* Co-ordinate any issues that arise regarding office security.
* Maintain the area office/head office phone system.
* Ensure area or head office contact lists and organisation charts are kept up to date and advertised on the intranet.
* Devise and maintain archiving, filing and retrieval systems and other area office or head office based administrative systems.
* Co-ordinate the running of booking systems for rooms and equipment.
* Co-ordinate the ordering of office supplies (catering, stationery, furniture etc).
* Provide basic IT and computer assistance to the area office/ not applicable for head office role.
* Support the production of ID cards for all area or head office staff.
* Fulfil role as Health & Safety at Work competent person/not applicable for head office.
* Be responsible for inducting new area office/head office employees in fire evacuation procedures and in the opening-up and closing down the office.
* Be the appointed Fire Warden for your area or head office.
* Liaise with the relevant departments at Head Office and HR to ensure the development of effective and consistent cross Trust systems.

**Finance**

* Co-ordinate and provide the administration elements of financial procedures (area office only).
* Run petty cash for the area office/head office.
* Support the management of the area office/head office administration budgets.

### Key Relationships

**Area Office Co-ordinator** - Area Manager and other members of the operational and support service management team, Locality Managers and staff in the area, Olympus House, HR and other administrative staff in the Trust, people with learning disabilities and their relatives and advocates in the region.

**Head Office Co-ordinator** – Procurement Advisor, EMT, Trustees, Head Office Managers and staff, visitors to Head Office including people with learning disabilities and their relatives and advocates.

**Brandon Values and Behaviours**

Brandon’s values and behaviours underpin all our activities. All employees are expected to demonstrate and promote these values and behaviours in their work.

**Safeguarding:**

All employees have a duty to take appropriate and immediate action to:

* ensure people with learning disabilities are safeguarded from abuse and to
* report any instances of alleged abuse which you witness or become aware of.

## Confidentiality and Data Protection:

All staff are required to comply with our policies regarding confidentiality and data protection.

## Diversity:

Brandon Trust is committed to its diversity policy and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Health and Safety:**

The Health and Safety at Work Act 1974 placed a legal duty on employees to:

* Take reasonable care of themselves and others who may be affected by their acts or omissions.
* To co-operate with their employer.

The Management of Health and Safety Regulations 1999 increased these duties to include:

* To use equipment and materials in accordance with instruction and training provided by the employer.
* To report serious dangers or potential risks observed to the employer.

**Failure to do these four things is an offence in law for which individuals can be fined and, may lead to disciplinary action within the Trust.**

The Management of Health and Safety Regulations also require employees to be ‘competent’ when carrying out the tasks required by the employer. If you do not feel competent to carry out any task required of you, please discuss this with your line manager, the Learning and Development Manager or the Health and Safety Manager.

**General**

This job description is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken. It will vary from time to time in the light of changing demands and priorities of the Brandon Trust. Major changes in the range of work undertaken will only be carried out after consultation with the job holder.

### Brandon Values and Behaviours

### Our values are:

|  |  |
| --- | --- |
| values1 | * Take a person-centred approach
* Help people to make choices
* Bring out the best in people
* Respect people’s differences
* Friendly, kind, and compassionate
 |
| values2 | * Ask questions
* Take a coaching approach
* Show resilience
* Plan effectively
* Set high standards
 |
| values3 | * Take considered risks
* Make things happen
* Try new things
* Push for change
* Have a ‘can-do’ attitude
 |
| values4 | * Connect people
* Make links to improve things
* Can work with all types of people
* Can spot opportunities for growth
* A team player
 |
| values5 | * Flexible and creative
* Use imaginative ideas to solve problems
* Can bring new perspectives
* Think outside the box
 |

**PERSON SPECIFICATION:**

**Job title:**

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| --- | --- |
| **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** |
| * A minimum of 4 GCSEs at grade A, B or C, or equivalent, to include English and Maths.
 | * Further qualifications in Customer Service, Business, HR or Administration.
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| **Experience** |
| * Successful track record of at least 2 year’s experience working in an administrative role.
* Experience of working with senior management
 | * Office management experience
* Relevant experience in the social care / not for profit sector
* Relevant experience of the lead responsibilities covered by the admin team
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| **Skills / Personal Attributes** |
| * Demonstrate Brandon values and behaviours
* A positive approach towards working with people with learning disabilities
* Able to provide excellent customer service
* Tact, diplomacy and a helpful approach.
* Flexibility.
* Able to work well as a member of a busy team.
* High level of computer literacy, in particular e-mail, spreadsheets, databases and presentation packages and to be specifically proficient in the Microsoft Office suite
* Able to communicate effectively both orally and in writing (e.g. compose clear and accurate correspondence and reports and communicate well face-to-face and over the phone).
* Able to maintain confidentiality
* Methodical approach / excellent organisational skills; able to prioritise effectively and meet deadlines
* Accuracy / conscientious approach / attention to detail.
* Able to contribute to developing the efficiency and effectiveness of the area services
* A value base consistent with the sector - a positive attitude to supporting people with learning disabilities and promoting their independence
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