



Northampton Hope Centre

Job Description and person specification

Job Title: Deputy Office Manager

Status: Permanent

Hours: Full time, 37 hrs per week.

Salary: £21-23k per annum (pro rata)

Holiday: 33 days including public holidays (pro-rata)

Reports to: Office manager

Main Purpose and scope of the Job

- To support the office management and administrative work of Hope (both Charity and Social Enterprise), including: facilities and premises; IT; finance; HR; volunteering coordination; fleet management; governance and systems; statutory reporting and development of evidence for accreditation, as the support to the office manager.
- To have specific responsibility for HR administration (systems and processes, including volunteer recruitment processes)
- To support finance processes

Duties and Key Responsibilities

- To act as the deputy office manager and administrator across all areas of charity governance
- To have direct personal operational responsibility for HR and volunteering recruitment and the support of the finance manager's work.
- To be the main person with responsibility to answer the phone to enquiries and process accordingly
- To support the office manager in her work across all areas of practice and in her absence

Person Specification

Skills and Abilities

Essential

Be able to:

- Relate well to others in person and by telephone
- Maintain confidentiality and explain what this means
- Have excellent communication skills (written and oral) and an awareness of the needs of people from a variety of backgrounds and cultures
- Be able to administer a complex office environment
- Be able to prioritise time and workload efficiently and effectively
- Be able to work alone as well as part of a team
- Proven ability to motivate, support and train colleagues if necessary
- Highly developed organisational skills and logical approach

Desirable

- Charity admin experience
- HR administration experience

Knowledge

- A good working knowledge of software programmes including Word, Excel, Access, PowerPoint, Publisher and use of email and internet facilities
- Knowledge of the voluntary sector is desirable
- Awareness of issues around working with volunteers
- An understanding of the issues facing a local charity including sympathy and commitment to its aims
- Understanding of the need to maximise the charity's resources to ensure efficient delivery of its services

Personal Qualities

- Willingness to be flexible in supporting the best interests of the organisation and its future development
- A willingness to learn new skills and technologies as required
- Empathy and compassion for our service users

Experience

- At least 2 yrs, pref 4 years experience in a comparable setting
- Charity experience (desirable)
- Facilities management experience
- HR experience