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| **Role profile:** | |
| **Role title:** Administration Manager | **Reports to:** CEO |
| **Team:** Administration | **Salary:** £25,264 - £27,963 |
| **Hours:** Full time (37.5 hours per week, Mon to Fri) | |
| **Contract type:** Permanent | |
| **Purpose of the role:**  You will play a crucial role in supporting the administrative and organisational functions at Oasis Project.  Leading a team to ensure essential administrative support is provided to support efficient and effective functioning of all Oasis Project offices; enabling the organisation to achieve its mission and goals. This role involves a combination of office management, facilities management, health and safety, finance, governance, and coordination tasks. A fast paced and diverse role with team leadership at the heart of the broad range of responsibilities. | |
| **Key Accountabilities:**   * **Line Management** * **Administration** * **Office Management** * **Health and Safety** * **Building Management** * **Governance** | |

**Line Management:**

Effectively line manage the team of administrators and interns by monitoring the workload, output, effectiveness, and efficiency of individual staff and ensuring their continual professional development. Team includes Senior Administrator, Admin Assistants, and Interns.

**Administration:**

Increase the operating efficiency of the administration team by the continual development, review and evaluation of systems and procedures, including: -

* Maintain utility and supplier contracts;
* Filing systems;
* Procurement - To manage relevant budgets ensuring supplies (stationery, electronic and digital equipment) are procured at best value for money and that accurate records are maintained;
* Phones, laptops, keys, and ID card allocation - ensuring accurate records and a system for retrieval;
* Inducting onboarding staff to admin systems.
* Website, marketing and communications.

**Office Management:**

* Oversee routine procedures to ensure smooth running of the offices;
* Assist in the planning and organisation of office events or functions;
* Maintain and manage a room booking system, meeting, and counselling spaces;
* Maintain office supplies and equipment, ensuring they are stocked and in working order;
* Ensure the offices and storage areas are well organised;
* Maintain and organise electronic files and records;
* IT;
* Liaise with the external IT provider and staff to improve systems;
* Manage staff IT equipment allocation;
* Procurement of equipment.
* Financial;
* Authorisation of payments;
* Support to processing of invoices;
* Petty cash reconciliations.

**Health and Safety**

* Lead the health and safety sub-group;
* React quickly and appropriately to emergency situations, maintaining an up-to-date knowledge of relevant health and safety policies and procedures;
* Maintain health & safety procedures and ensure premises meet health and safety requirements.

**Building Management:**

* Manage relationships and communications with all utilities providers and suppliers including;
* Support the CEO with lease negotiations and arrangements;
* Undertake regular checks of all premises that Oasis Project uses, as necessary and manage maintenance systems for office premises, furniture, and equipment.

**Governance:**

Support to the Board of Trustees and CEO with arranging meetings, writing minutes, completing annual returns and Charity Commission records.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

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| **PERSON SPECIFICATION** | **Essential or Desirable** |
| **QUALIFICATIONS** |  |
| Educated to A Level standard | Desirable |
| **KNOWLEDGE, SKILLS, EXPERIENCE AND ATTITUDE** |  |
| Experience of providing administrative support | Essential |
| Excellent communication skills, written and oral | Essential |
| Experience in using Microsoft Office programmes including Word and Excel and Outlook | Essential |
| Ability to undertake numerical based tasks accurately | Essential |
| Can demonstrate excellent organisation and be creative when developing and using systems effectively | Essential |
| Well organised and able to manage and prioritise own workload, ensuring deadlines are met | Essential |
| To be able to work efficiently and demonstrate an awareness of value for money | Essential |
| An ability to keep information confidential and to work **in a data sensitive environment.** | Essential |
| Ability to be a good team player, to work flexibly within a team, supporting colleagues with changing priorities. | Essential |
| To be pro-active, self starting and self-motivating | Essential |
| To able to remain calm in challenging situations and work under pressure | Essential |
| Experienced at premises management | Desirable |
| Experienced at health and safety management | Essential |
| Experienced in front of house receptionist duties | Desirable |
| Premises line management experience | Desirable |
| Experienced in communications, marketing and websites | Desirable |
| Experience in being able to recognise indications of substance misuse | Desirable |
| To have understanding of working in a way that is ‘trauma informed’ | Desirable |
| **GENERAL** |  |
| A commitment to the vision and values of Oasis Project & to be able to carry out duties in accordance with Oasis Project’s equality and diversity policy | Essential |
| To understand the importance of taking responsibility for own behaviour and actions | Essential |
| Committed to continued professional development including active participation in internal and external meetings and training | Essential |