

## **KINGSTON CARERS' NETWORK**

Registered Charity No: 1151456

### **JOB DESCRIPTION**

<b>Job Title:</b>	Office Manager
<b>Hours of Work:</b>	30 per week, Monday to Friday
<b>Salary:</b>	Scale 29 (NJC) £25,951 + £1,848 (pro-rata) £23,166 for 30 hours
<b>Annual Leave:</b>	25 days per year plus statutory holidays
<b>Contract:</b>	Fixed term Maternity Cover 12 months to October 2018

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<b>Responsible to:</b>	Chief Executive – Kingston Carers' Network Board of Trustees – Kingston Carers' Network
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### **OVERVIEW OF THE ROLE**

This is a fixed term contract to cover maternity leave for the current manager. You will be part of a friendly and dedicated team. Kingston Carers' Network is a growing and dynamic organisation supporting over 3,000 unpaid adult and young carers. This role will involve managing a busy office and supporting a team of 15 staff. You will also be expected to organise the workload for our admin volunteers. The ability to be flexible and willing to help colleagues is essential.

### **MAIN DUTIES OF POST**

- To provide general administrative management and support for a busy office (including managing referrals; dealing with enquiries from carers and the general public; supporting IT issues; maintaining stationery and photocopier consumables; minute-writing; HR support, including maintaining timesheets, annual leave records; booking of meeting rooms and arranging external events).
- Arrange staff meetings, write and circulate minutes
- To maintain the KCN project databases.
- To type reports, letters and emails as required.
- To manage referrals and enquiries face-to-face, by telephone and online
- To manage the complementary therapy bookings

- To arrange counselling sessions, liaising with the Volunteer Coordinator, carers and counsellors
- To assist in preparation of papers and minute taking for Board meetings and other meetings as appropriate.
- To maintain the financial records of the organisation in consultation with the Chief Executive and Treasurer of KCN on the Sage accounting system.
- To assist in the updating of information, training and publicity materials.
- To manage the production and mailing of the quarterly newsletter.
- To monitor and maintain office stationery supplies in consultation with the team.
- To undertake any other duties as may be required to ensure the smooth running of the organisation (including participation at events and outings organised for carers).

The duties of this post will change and develop over time. The post holder will be expected to monitor such developments and propose appropriate changes in the job description to the Chief Executive of Kingston Carers' Network.

## **CONDITIONS OF SERVICE**

The basic terms and conditions of service are set out below. A full description of all terms and conditions will be issued as part of the employment contract.

Salary:	£25,951 + Outer London Weighting £1,848 (pro-rata) £23,166 for 30 hours
Length of Contract:	This is a fixed contract to cover for maternity leave
Base:	Based at KCN offices, 418 Ewell Road, Tolworth KT6 7HF
Hours:	30 hours per week, over five days per week (Monday to Friday) (Including one Thursday evening per month)
Holiday Entitlement:	25 days per year + statutory holidays

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### **POST OF OFFICE MANAGER**

#### **PERSON SPECIFICATION**

##### **Essential**

- Proven experience of managing an office environment
- Ability to communicate effectively both over the telephone and in person
- Experience in the production of reports, meeting papers and financial statements
- Proven competency of using a range of IT software, preferably including working with databases
- Excellent verbal and written communication skills
- Experience of working in, or knowledge of the voluntary sector
- Ability to maintain a database
- Ability to effectively plan and prioritise competing tasks
- Good problem solving skills
- Ability to work effectively within a team

##### **Desirable**

- Basic book-keeping experience. (Knowledge of the Sage accounting programme an advantage).
- Ability to maintain a website
- Knowledge of issues affecting carers.
- Desktop publishing experience for the production of newsletters and leaflets.
- Working experience of using social media including Twitter and Facebook

##### **General**

##### **Confidentiality**

Employees are bound by the KCN Confidentiality Policy, Child Protection Policy and Protection of Vulnerable Adults Policy and are required to observe all the relevant protocols regarding the recording and/or disclosure of information on anyone they may be supporting.

##### **Data Protection**

Employees are required to observe the provisions of the Data Protection Act 1998 and any subsequent revisions.

##### **Equal Opportunities**

Kingston Carers' Network is committed to non-discrimination on the grounds of age, race, gender, gender reassignment, ethnic or national origin, asylum or

refugee status, religion, sexual orientation, disability (including physical, sensory impairment, mental health, learning disability or HIV status), caring responsibilities, language, marital status, nationality (including citizenship) part-time working, trade union membership, economic status or political affiliation. Kingston Carers' Network will actively seek to eliminate all forms of discrimination, direct or indirect, which restricts or hinders the promotion of equal opportunities, the provision of equal treatment and the valuing of diversity.

### **Health and Safety**

Employees are expected to contribute to Health and Safety in the workplace by taking all requisite actions to minimise risks.