



# Office Manager

## Job Description

### **About Earley CResCent Resource Centre**

Earley CResCent Resource Centre is a community building, designed and built to meet the needs of voluntary and community organisations and serving the residents of Earley, which aims to promote a self-confident and independent existence for residents of all ages and abilities.

The Centre is used by a wide range of local voluntary organisations on a regular weekly basis, as well as for one-off bookings.

### **Specific duties and responsibilities**

Assist the Association Manager and deputise in their absence.

Room Hire and Invoicing (QuickBooks Online)

Main contact for Enquiries and bookings. Liaising with users

Management of room hire diary

Preparation and submitting of room hire and course fee invoices

Dealing with invoice queries, refunds and assist Finance Officer

Setting room layouts for any afternoon bookings (when Caretakers are off duty)

### **Payroll and Pensions**

Management of the Payroll system (Sage One Payroll)

Management of the Pension system and Pension provider

### **Caretakers**

Line Manager for 3 Caretakers

- Organisation of Holiday arrangements and cover
- Calculation of worksheets
- Preparation and adjustment of weekly room sheets, with timings and layout requirements
- Conducting annual appraisals and regular review of duties

### **Building**

An active member of the Building Sub- Committee. Taking minutes of meetings and distributing to members

Renewal of maintenance contracts and coordinating regular service visits (PAT testing, Fire Alarm, Intruder Alarm, Fire Extinguishers, BIFFA, Electricians, Plumbers, Electronic doors, Hot water urns etc.)

Review and update internal policies and procedures annually

### **Website**

Regular website maintenance and updating

### **IT Support**

Main contact for any IT support issues throughout the Centre

Logging calls and arranging visits if necessary

Overseeing and monitoring IT issues within the Centre, calling upon the IT support Team when necessary

Renewal of IT support contract

### **Other Admin Duties**

Preparation of Annual Report,

Committee papers, CResCent Reports and agendas. Submitting these to all the Trustees preceding and following meetings

Supporting the Treasurer in the preparation of accounts

Preparing and distributing marketing material

Annual renewal of individual and User Group Memberships. Collection of fees

User Group and membership Database maintenance and updating

Collecting and recording CResCent user and coffee bar statistics

Other Duties and Responsibilities

A key holder, responsible for opening and closing the buildings as required. Also available for out of hours queries and issues as part of the CResCent Emergency Contact Sheet.



# Person Specification

## What we are looking for

At Earley CResCent Resource Centre, we are looking for someone who is highly motivated and has previous experience in a similar role with a desire to make an impact on the local community and be part of a close knit team

## Essential Skills

- Excellent communication, negotiating and relationship building skills.
- Self-motivated with the ability to work sensitively with users with diverse needs.
- Reliability and discretion
- Adaptability
- IT skills
- Innovative and with the anticipation of needs
- Problem solving

## Desirable Skills

- Knowledge of QuickBooks
- Knowledge of Sage Payroll
- Be super human!