



quo vadis trust

JOB DESCRIPTION

Job Title	Office Manager
Responsible to	Director of People
Responsible for	N/A
Contract	Full time, Permanent
Location	Head Office - 92 Brownhill Road SE6 2EW. Occasional home working may be permitted when mutually convenient
Hours	35 hours per week

Organisational Context:

Quo Vadis Trust (QVT, charity registration 1116196) is a specialist housing charity in South East London. We provide a service to adults living with mental health needs, are care leavers or who have been rough sleepers and need support with their housing. QVT currently provides homes to approximately two hundred people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

Job Purpose

To provide a variety of office support and administrative functions in the Head Office and occasionally at other QVT sites as required.

Main Responsibilities

Admin and Office Management

- Receive and direct telephone calls, and relay conversation and relevant messages to others while maintaining accuracy, clarity and confidentiality
- Take responsibility for all email enquiries, ensuring they are forwarded to the correct member of staff
- Establish rapport with staff, clients, visitors going in and out of the Head Office on a daily basis
- Ensure all office supplies are kept replenished whilst sourcing best value products
- Ensure office is kept tidy and all equipment is in good working order
- Ensure the proper filing of relevant documents
- Function as the receiver of all post addressed to the Head Office
- Take and distribute accurate and confidential minutes at meetings and conferences
- Keep up to date mailing, filing and database systems and inventory IT software
- Work alongside the rest of the admin team and provide cover for them as necessary during absence.

SLT and Trustee Board

- Assist the Senior Leadership Team (SLT) on a day-to-day basis

Charity reg 1116196

- Provide support to the board of trustees and the SLT
- Coordinate papers for the board, working with the SLT and other staff to source them
- Distribute papers in advance of each trustee meeting
- Make practical arrangements for the meeting, send out reminders and notifications as necessary
- Provide board-related support as required by the CEO
- Support the CEO and other SLT members as required to prepare business cases, letters and other draft reports.

QVT Events Calendar

- Use Microsoft Outlook to maintain an Events Calendar such that the SLT and other staff can see significant forthcoming events including staff, service users and trustee meetings, national and local events, and other meetings
- Send appropriate calendar invites
- Ensure external events are properly attended
- Maintain attendance log.

Other

- Be a problem solver, responsive and willing to meet the changing demands and challenges of the organisation
- Communicate effectively and work productively with all staff
- Be a team player in all activities
- Foster positivity and productive working relationships with all internal and external stakeholders, contractors, suppliers and agencies
- Exercise a high degree of probity and personal integrity
- Maintain confidentiality at all times
- Adhere to all QVT's policies and procedures
- Undertake any other tasks which might reasonably be requested by the CEO and other managers.

Health and Safety

All employees must observe, comply with and continually promote QVT's policies and procedures for Health and Safety.

Equality, Diversity and Inclusion

All employees must observe, comply and continually promote QVT's Equality, Diversity and Inclusion Policy.

This job description of the role is as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the job.

PERSON SPECIFICATION

Job title	Office Manager
Department	Head Office

Education, Qualifications and Training	Essential	Desirable
Numerate and Literate to the equivalent of GCSE in English and Maths	√	
Experience		
Working in a similar role e.g. Administrative Assistant or Executive P.A.	√	
Working in Mental Health		√
Working for a Charity		√
Skills/Abilities		
Proficient in Microsoft Office ,Outlook & other related computer packages	√	
Excellent customer focus, places the customer at the heart	√	
Highly organised, problem solver, creative, innovative	√	
Ability to work under pressure and to tight deadlines	√	
Excellent verbal and written communication skills	√	
Able to demonstrate a conscientious and dedicated attitude	√	
Ability to work on own initiative and demonstrate a commitment to team working	√	
Reliable, dependable, flexible and adaptable	√	
Tact, diplomacy and discretion	√	
Organised, methodical and thorough, with an eye for detail	√	
Awareness of GDPR	√	
A confident manner, and the ability to communicate and negotiate at all levels	√	
A positive and friendly demeanour and a 'can-do' attitude	√	
Other relevant criteria		
Ability to travel between sites when required	√	