



Office Manager Job Description

Survivors' Network Vision

Uniting to confront sexual violence, abuse and harassment so that no one has to face the impacts alone

Survivors' Network Mission

- Delivering accessible, survivor-centred services across Sussex
- Empowering our communities to stand up against sexual violence, abuse and harassment through education, training and campaigning
- Demonstrating and advocating for intersectional feminist leadership

Job Title	Office Manager / Business Support Manager
Reports to	CEO
Location	Pavilion Buildings, Brighton Office
Hours	30
Pay Scale	£27,031 - £32,003 pro rata
Date issued	December 2023

Job Purpose

We're looking for an Office Manager who has excellent organisational skills and a natural flexibility in handling day-to-day routines as well as surprises. The Office Manager will provide strong, reliable support for operations by creating and maintaining processes and procedures, communicating them effectively to the team, and maintaining employee safety. This person will also help us achieve organisational efficiency by nurturing a positive, inclusive work environment and supporting staff with patience and good humour. At SN, smooth processes and systems are the key to our success. This position is office based with the opportunity for some hybrid working.

Key Accountabilities

- Oversee visitors to the office and ensure a friendly, personal experience
- Respond to requests for support and questions about office operations
- Ensure peak operations for the organization and implement preventive measures for potential issues
- Implement policies and procedures and improve operational flow
- Support H&S across the office and manage the facilities
- Coordinate internal and external resources and cultivate relationships with vendors
- Provide HR Admin support to senior staff and the team

Key Working Relationships

- Close and direct working relationship with the CEO
- Liaison with Senior Team and Service Managers
- Supportive and pro-active relationship with staff team to enable quick resolution on a wide range of challenges and problems
- Maintain relationships with a wide range of external service providers for the smooth running of the office e.g., IT, Utilities, Waste, Recycling etc

Duties and Responsibilities

- Ensure office efficiency by maintaining common areas and facilities, organizing maintenance and M&E, handling correspondence, managing file systems and overseeing supplies and equipment
- Oversee day-to-day office activities as main point of contact in reception area, and keep management informed regularly via performance reports
- Provide direct administrative support as needed, including scheduling appointments, meetings, and events; booking travel; maintaining file systems; mailing and shipping packages; and updating contacts database and employee lists
- Oversee and maintain office equipment for uninterrupted function, identify needs and acquire supplies, manage vendor relationships, and coordinate food deliveries when requested
- Manage all aspects of space/infrastructure planning including IT and Microsoft, and providing answers, resources, and solutions when requested
- Support the Senior Team with all HR administration

Person Specification

Assessment Area	Criteria	Desirable (D) / Essential (E)	Method of Assessment (*A,I,T)
Qualifications	Educated to Degree Standard or above	E	A
Job Specific Skills and Professional Behaviours	At least two years' experience of office management with good knowledge of responsibilities, systems and procedures	E	A/I
	Self-motivated, flexible and focused on delivering high quality service; an ability to function effectively in high-pressure situations with conflicting demands	E	A/I
	Ability to think creatively and demonstrate initiative when problem-solving	E	A/I
	Strong organisational and planning skills with excellent attention to detail	E	A/I
	Excellent written and oral communication skills	E	A/I
	Committed to learning and personal development with the ability to critically assess own performance and engage in reflective practice	E	A/I
	Commitment to the vision, mission and values of	E	A/I



	Survivors' Network		
	Commitment to self-care and maintaining appropriate professional boundaries	E	A/I
	Commitment to anti-discriminatory practice, equal opportunities and an intersectional understanding of feminism	E	A/I
Role Specific Knowledge	Knowledge of H&S in the workplace – fire safety, first aid etc	E	A/I
	Knowledge of HR practices and procedures - either CIPD Level 3 Foundation Certificate in People Practice or equivalent experience in HR administration.	D	A/I
	Project Management Skills	E	A/I
	Knowledge of Microsoft Office Licensing and back-end administration	D	A/I

***A** Application; **I** Interview; **T** Test