



Job title: Office Manager

Salary: £25,000 - £28,000

Location: 49 High Street, Earls Colne, Essex

Background

Healthwatch Essex is an award-winning charity which aims to be 'your voice improving health and care'. We are a small and growing organisation, with powers and responsibilities set in law to help us achieve our role of changing health and social care for the better. We do this by making sure that the voice and lived experience of all people in Essex is taken account of by the people who commission and deliver local NHS and social care services.

Our work includes engaging the public in innovative and effective ways, such as films and panel debates, as well as carrying out high-quality social research. We also provide a telephone- and web-based information service to help the public access and understand health and social care services. Above all, we aim to influence the decisions made by local health and social care authorities. Our success depends on building constructive partnerships with the NHS, local authorities, and voluntary and community organisations.

We're a small and ambitious team of professionals and trained volunteers, known as 'Ambassadors'. We want to be an effective agent of local change, and to reflect the highest standards of national and international best practice.

Healthwatch Essex was created as a result of the Health & Social Care Act 2012, and the Government's aim of 'putting patients and the public first' through strengthening their collective voice. The Act created a national network of local Healthwatch organisations, as well as a national umbrella organisation, Healthwatch England. The Act also gives local Healthwatch organisations certain powers in law to carry out their role, as well as certain obligations.

For more information about Healthwatch Essex, visit www.healthwatchessex.org.uk, or contact the CEO (Samantha Glover) on 01376 572 829, or by email via sam.glover@healthwatchessex.org.uk

The role

As Officer Manager you will be responsible for both the smooth running of the office and for supporting the work of the CEO and Senior Management Team (which includes the Engagement Manager, Research Manager, Communications Manager and the Information and Guidance Manager).

Your primary responsibilities will relate to the CEO but will also include supporting the Board as Company Secretary and your role will be vital in co-ordinating and contributing to the work of the Senior Management Team and the organisation.

As Office Manager you will have responsibility for the general office administration, and in addition have the opportunity to be involved in a variety of Healthwatch projects and activities, including our research programme and our outreach and engagement activities. As a key link between the Healthwatch Essex office, the public, our volunteers and extensive network of stakeholders, you will be vital to our ongoing credibility and success.

Key Responsibilities

Develop and ensure the successful delivery of Healthwatch Essex services in line with the charity's overall strategic and operational plan and values.

Work with the CEO to develop and implement operational plans and budgets and review quarterly.

Provide support to the CEO and external accountants for the budgeting, forecasting and actual income and expenditure

Work with the management team to identify new opportunities for the organisation.

Monitor Healthwatch Essex service KPIs, outputs, outcomes and impact, collating this evidence and writing reports on it.

Support the CEO and senior management team with, recruitment, supervision, appraisal, performance reviews and development, as well as approving all staff annual leave

Deal with employee relation matters such as grievance and disciplinary issues in keeping with Healthwatch's policies and procedures.

Be a brand ambassador for Healthwatch Essex and work effectively with the management team to ensure the organisation's reputation is safeguarded, managed and enhanced.

Attend meetings and conferences as required and keep the CEO informed of any changes or plans that may affect the service provision or client welfare.

Work with the CEO and the senior managers to develop opportunities for diversifying revenue streams for Healthwatch Essex and complete tender submissions

Act as data protection lead for the organisation, advising on best practice in relation to data protection and information management

Support all administrative duties as delegated by the board of directors or CEO

Devise and maintain office systems, including data management and filing.

Ensure the day-to-day financial responsibilities for the organisation are fulfilled, including organising payroll.

Screen enquiries and requests arriving through phone or email, handling them as appropriate.

Contribute to the organisation of events, conferences, workshops and meetings, including booking venues, organising invitations, hospitality, agendas, note taking.

Carry out occasional background research, and producing documents, briefing papers, reports, and presentations.

Work with the wider Healthwatch Essex team to operate and maintain, on a day-to-day basis, databases and information systems.

Conduct other tasks and duties from time to time as considered reasonable by the CEO

Develop and maintain a corporate risk register, incorporating all known risks to the company, and identifying the means by which those risks are mitigated.

Work with the CEO, Communications Manager, Finance provider, Auditors and wider team to prepare the Annual Report and Accounts and other attendant documentation.

Conduct other tasks and duties from time to time as considered reasonable by the CEO

Person specification

This role requires a highly motivated individual with a strong administrative background and a proven ability to manage a diverse workload. Polite and approachable, with excellent verbal and written communication skills, you will be confident in dealing with a wide range of individuals and be able to integrate into a small staff team and wide network of volunteers. You will have good judgement and an ability to think laterally, with an eye for both detail and the bigger picture. You will be a self-starter who is able to work independently, but also able to work well as part of a team. Ideally, you will have experience of working within the charity sector.

You will also welcome the opportunity of working within a small and ambitious team and be able to demonstrate a commitment to the values and principles of Healthwatch Essex, a willingness to work flexibly, and a desire to contribute to the achievement of the organisation's strategic objectives.

Knowledge, Skills, Attributes and Experience

Essential

- Relevant professional qualifications or evidence of equivalent experience.
- Experience of using finance packages or book keeping
- Evidence of continuing professional development.
- Proven track record of working in an administrative role using a wide range of systems.
- Proven ability to communicate (verbally and written) to a high standard.
- Experience of working in a fast-paced office environment.
- Experience in working with Microsoft Office and electronic databases to an advanced standard.
- High-levels of motivation, initiative, and punctuality.
- Good internal communication and interpersonal skills.
- Excellent organisational skills.
- Experience in budget management and financial reporting

Desirable

- Company Secretary experience
- Experience of working/volunteering within the voluntary or community sector.
- A passion for improving health and social care services and provision