

# Office Manager - Job Description

**Title:** Office Manager  
**Report to:** Coordinator  
**Contract:** Permanent. Full time 40 hours a week over 5 days: Monday to Friday with a few events outside of office hours (Time Off In Lieu will be awarded where applicable).  
**Annual salary:** £30,000-£32,000 (depending on experience)  
 Company Pension (3% employer contribution, 4% employee contribution)  
**Holiday:** 25 days FTE per year plus Bank Holidays  
**Probationary period:** 6 months  
**Notice period:** 2 months

## Purpose

- To manage the office and carry out general administrative tasks, plan and navigate ‘pinch-points’ such as when training is being undertaken or special events such as Commissioning events, Development Training etc.
- To update policies, procedures, personnel files, Salesforce, and historical filing.
- To assist the Coordinator in compiling weekly / monthly reports and dealing with any safeguarding matters in the Coordinator’s absence.
- To offer continuity in the absence of the Coordinator or Operations Assistant.
- To assist the Coordinator and staff in safeguarding the Christian character of the project, ensuring that Ascension Trust / Southampton Street Pastors guidelines are adhered to.

## Responsibilities

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| General assistant to the Coordinator       | To provide general administrative support to the Coordinator when required. Must be competent in administration and able to use own initiative in helping to problem solve.<br>Assisting with decision making and arriving at wise decisions as a team to safeguard and grow Southampton Street Pastors.   |
| Deputy Safeguarding Lead                   | Undertake training to effectively stand in this role. Assist in the implementation of safeguarding policies and procedures and stepping in when the Designated Safeguarding Lead is unavailable. Assist in identifying potential safeguarding concerns, assessing risks, and ensuring appropriate measures are in place to address them. Maintain accurate records of safeguarding concerns, incidents, and actions taken to ensure transparency and accountability. |
| Daytime patrolling                         | Must be willing to undertake afternoon patrols. If not a Street Pastor, must be willing to train as one.   |
| Managing and administrating data           | Ensure integrity of the Salesforce database is maintained as a priority, checking that inputted information is accurate and up to date.<br>Able to compile and interpret raw data to produce key information which is used in the furtherance of various reports and publications.<br>Must be competent with Excel spreadsheets.   |
| Answering phone, emails, dealing with post | Handle general enquiries received by phone, voicemail, post and email by responding in a timely manner. Forward non-general enquiries to the appropriate person. Must be competent in use of Gmail and Microsoft Windows.  |
| Mass communications                        | Be competent in various forms of mass communication, including Eventbrite and Mail Chimp.  |
| Design, social media and website entries   | Ensure brand identity is maintained across all channels, overseeing content creation for print and digital outputs.<br>Help to maintain social media accounts and website as a key source of information and means of contact; monitor consistent online information across sites (including online donations sites, charity directories and partner   |

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|  | <p>sites). Develop SSP's online presence to build possibility of further income streams.</p> <p>Prepare an end of month report to update on topical matters pertaining to the volunteers' work over the month. Should be magazine style in content.</p>  |
| IT support                                       | Find and implement solutions to IT issues either directly or through research/seeking technical support.   |
| Liaise with Churches to promote SSP              | <p>Start relationships and grow existing relationships with the local church network in the Southampton area via ongoing communications with the churches network.</p> <p>Ensure all church contact details are kept updated, answer queries and provide regular updates on the work of SSP and upcoming training rounds.</p>  |
| Liaise with partners to promote SSP              | <p>Stand in to provide cover for the Coordinator at times when they are unavailable, attending partner meetings with suitable preparation and reference materials. Compile notes and interpret actions off the back of these meetings.</p> <p>Pursue networking opportunities to better establish SSP in its relationships with city partners, informing the Coordinator so they might attend.</p>   |
| Presentations                                    | Make presentations to churches and outside organisations concerning the work of SSP, also facilitate other volunteers to be able to make such presentations. Keep all presentation material current and engaging.  |
| Recruitment and training                         | <p>Design and circulate promotional recruitment materials and resources to volunteers and churches. Encourage and arrange observations for potential applicants, answering any questions. Follow up on possible recruitment leads and ensure that all applicants are properly informed of our joining criteria. Progress recruits through the recruitment process, including distribution and receipt of application forms, collation of references, set up of interviews. Conduct interviews alongside the Coordinator.</p> <p>Under the guidance of the Coordinator, oversee bi-yearly training rounds, lead segments of training as required, and ensure training material is kept current. Order materials, book venues, liaise with trainers, order uniforms and ID badges, book speakers and ensure Salesforce is appropriately updated before and after training.</p> |
| Events organising                                | At the behest of the Coordinator, be able to organise SSP events, such as training, Commissioning Services, Development Training, regional meetings, Freshers' Fairs etc.  |
| Accounts assistance and reports assistance       | <p>Assist Accounts by collating, printing and dating receipts. Under the guidance of the Coordinator, record all donations and bank when necessary. Create thank you letters and send as appropriate, send updates to regular donors at appropriate intervals. Oversee our "Be 1 of the 100" fundraising strategy and other fundraising - thank donors, monitor regular payments, create web updates, send donor news update every 6 months and a personal summary annually. Assist with the submission of the Gift Aid claim to HMRC. Look for opportunities for raising funds and support individuals or groups who are fundraising on our behalf.</p>   |
| Prepare monthly newsletter                       | Prepare an end of month report to update on topical matters pertaining to the volunteers' work over the month. Should be magazine style in content.  |
| Grant applications                               | Assist the Coordinator with funding searches and grant applications. This requires the compiling of relevant information according to deadlines, focusing on clarity, specificity and alignment with the funder's priorities.  |
| Checking of and sourcing office and IT equipment | <p>Monitor the administrative needs of the office and ensure that when materials/services are purchased, they represent best value for money.</p> <p>Liaise with ongoing support with various service providers and ensure the office's administrative capability is always kept high.</p>   |

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| Improving efficiency | Improve office efficiency by implementing time-saving technology, streamlining processes, reducing waste, costs and errors while improving quality of service and outputs.  |
| Homeless enquiries   | Stay informed about safeguarding concerns specific to the homeless community, taking into account the unique challenges they face and the context of their circumstances.<br>Engage with, along with the office team, the homeless community who visit the Fire Station for support and supplies. Refer to other agencies as/when required. |
| Pastoral care        | Alongside the Coordinator, be approachable as a point of contact for volunteers to speak with about any concerns or support needs.  |
| Projects that arise  | There will be times when the office is required to contribute towards various projects that might arise, either from within SSP or from outside. Must be competent and flexible in being able to present coherent reports and data and make informed recommendations to the Coordinator.  |

**Personal Vision**

You are a Christian (there is a “genuine occupational requirement “(GOR) having regard to the Christian ethos of the organisation), sympathetic to the Christian ethos of street pastors and understand that our volunteers’ faith is at the heart of their motivation for the practical service they give. You will be comfortable supporting Christians of all traditions.

You are in agreement with our core street pastor ethos of unconditional caring, listening and helping and our ethos and value statement.

You like to serve others and take pride in completing tasks well, with an eye for detail and finishing touches. You can be depended upon. You like to plan ahead and are comfortable with a range of different responsibilities.

You are willing and able to work anti-social hours at times and preferably willing to train as a street pastor and at least undertake an afternoon patrol as and when required.

Special conditions of employment: This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010 and to be a committed part of the Southampton Street Pastors organisation.

| <b>Person Specification - Qualities, Skills, Knowledge</b> |   |   |
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|  | <b>Essential</b>  | <b>Desirable</b>  |
| <b>Personal Qualities</b>                                  | <ul style="list-style-type: none"> <li>• agreement with the core values and unique ethos of the street/school pastor movement</li> <li>• organised</li> <li>• attention to detail</li> <li>• methodical approach</li> <li>• punctual and reliable</li> <li>• able to take instructions</li> <li>• able to use initiative</li> <li>• tact, discretion and respect for confidentiality</li> </ul>   | <ul style="list-style-type: none"> <li>• cheerful and personable</li> <li>• warm and encouraging</li> <li>• confident</li> <li>• prayerful approach to work</li> </ul>  |
| <b>Skills/Knowledge/Experience</b>                         | <ul style="list-style-type: none"> <li>• work management – plan work, work on own initiative, meet deadlines</li> <li>• prioritising - manage pressure and conflicting demands to prioritise tasks and workload</li> <li>• good standard of written English</li> <li>• computer skills - email, word processing, spreadsheets, presentations</li> <li>• pleasant, confident telephone manner</li> <li>• Have strong numerical skills – use of spreadsheets to create charts and understand data.</li> <li>• Fast typing skills</li> <li>• Administrative experience</li> <li>• You are willing to and able to work anti-social hours at times</li> <li>• you are willing to train as a street pastor and undertake a daytime patrol approximately once a week</li> <li>• personal experience of social media</li> </ul> | <ul style="list-style-type: none"> <li>• experience with an industry-strength contact management system (we use Salesforce.com)</li> <li>• creating and publishing social media content</li> <li>• be competent in various forms of mass communication including Eventbrite and Mail Chimp</li> <li>• have a working knowledge of Police procedures pertaining to the NTE</li> <li>• have knowledge of the support services in the city re. homelessness and addiction</li> <li>• have knowledge of other charities/ministries who work with the homeless, addicts and sex workers</li> </ul> |