



JOB DESCRIPTION OFFICE MANAGER

Job details

Location:	AFF Central Office, Andover, with some flexibility for homeworking available
Reporting to:	Operations & Engagement Director
Hours:	35 hours per week
Salary:	£26K per annum

Job purpose

The Office Manager leads a small team responsible for ensuring the effective delivery of all administrative support functions for the charity, consisting primarily of home workers based in the UK and overseas. Key areas of responsibility include managing workload effectively across the team to meet business priorities; oversight of internal administrative processes; effective equipment control and management, including laptops and mobile phones; ensuring compliance with health and safety and data protection in the workplace; effective maintenance of business records.

Job responsibilities

- Effective leadership and line management of the office support team, including oversight of all administrative support activities, and supporting internal business processes.
- Overseeing AFF's IT and communications infrastructure and having the relevant IT knowledge to interact with IT customer support teams.
- Managing the maintenance of registers (including of policies, contracts, assets, and archiving) to ensure all information is up to date, easily accessible and in line with data protection regulations.
- Supporting the Operations & Engagement Director on the delivery of any IT changes within AFF.

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- Supporting the Operations & Engagement Director in the maintenance and delivery of health and safety in the workplace, including ensuring that appropriate training is delivered to staff.
- Supporting the Operations & Engagement Director on maintaining data protection compliance across AFF, including acting as the designated Data Protection Lead.
- Acting as the AFF point of contact for site administrative matters, including attending relevant Army HQ meetings for AFF.
- Delivering administrative and logistic support to events as required.
- Providing support to the Head of Finance on payroll and other financial management activities as required.

General:

- Attending and participating in AFF meetings, training and events as required
- Any other duties appropriate to the post, as required by the needs of the organisation from time to time

Knowledge, skills, and experience needed for the job

- All applicants must be eligible to work in the UK.

ESSENTIAL

Experience of managing a team, and line management responsibilities
Experience of working effectively in informal and formal teams within an organisation
Have an understanding of UK General Data Protection Regulation / Data Protection Act 2018
Experience of managing health and safety in the workplace
Confidence with IT (hardware and software), including providing support to staff; willingness to develop skills in this area
Self-motivated, and enthusiastic to achieve results, including effective time management to work to deadlines
Sound working knowledge and experience of using IT software including Microsoft Office, in particular Word, Excel, Outlook, and PowerPoint; previous experience of using software packages such as CRM systems
Good written and verbal communication skills
Understanding of principles of client confidentiality

DESIRABLE

Understanding of, and interest in, the welfare of Army families
Experience in sourcing, negotiating, and implementing contracts
Experience administering Office 365, Exchange, Azure Active Directory and SharePoint environments
Previous experience in supporting financial processes
Experience of working in a fast-paced office environment with strong attention to detail
Ability to plan strategically and identify opportunities for business improvement

Self-development, team-working and conduct

All staff members should:

- Undertake appropriate personal development and maintain and develop skills and knowledge as determined by the Performance Review process and in contact with your line manager (subject to the availability of resources).
- Monitor and maintain a safe working environment and working practices, at all times, and report any health and safety issues or risks to the AFF H&S point of contact.
- Work as a positive team member, in accordance with AFF's Equal Opportunities and Dignity at Work policy and procedures.
- Behave in a professional manner at all times, reflecting and maintaining AFF's Core Values, and generating a positive image of AFF to all stakeholders.
- Adhere to all AFF policies and procedures to ensure these are maintained at all times.

What we do for you

When do I work?	Generally during normal working hours, Monday-Friday. However, you will be required to work reasonable additional hours in order to fulfil the requirements of your role, including travel and overnight stays.
Does AFF pay overtime?	We don't pay overtime, but we do operate a Time Off in Lieu (TOIL) policy.
How much holiday do I get?	Work life balance is important, and we give all staff 30 days' holiday a year, plus 8 recognised UK public and bank holidays. PLUS, staff can take the day off on their birthday as an additional day's paid leave.
How will AFF review my salary?	A pay committee, made up of Trustees and the Chief Exec (with contributions from senior managers), reviews pay annually.
Will AFF help me save for the future?	AFF has a workplace pension scheme with NEST, and contributions are based on statutory auto-enrolment rates.
How will AFF help with my development?	Your induction will include time with your line manager. We offer internal training (1-2 times per year) and you will receive an annual Performance Review with your line manager.
Employee Assistance Programme (EAP)	The EAP provides confidential and independent advice and support on many of life's challenges including mental, physical and emotional health issues and financial difficulties.

Job context and other relevant information

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- References will be taken up on appointment.
- The successful applicant must be prepared to travel within the UK (and overseas on occasions), to meetings as required and to attend staff training events, usually held in the Hampshire area, some of which may require overnight stays.
- There will be a 2-month probationary period and you will be required to sign an agreement that you will abide by the AFF Data Protection & Confidentiality Policy as part of your contractual obligations.
- We rely on home-based staff to supply electricity and use of broadband for purposes of working effectively from home. You may be able to claim working from home tax relief from HMRC in support of these small costs incurred. Full details are available on the gov.uk website.
- AFF supplies a laptop and mobile phone with this position. All equipment provided is for work purposes only and must be used in line with the IT acceptable use policy. All home-based staff are expected to provide a suitable home working environment in which to use this equipment effectively and assessment of suitability may need to be carried out before an appointment is made.
- Expenses incurred in the course of fulfilling the duties of the post will be paid according to AFF's Expenses Policy in force at the time.
- Staff who are expected to drive on AFF business (see essential criteria above) should have access to a suitable vehicle, insured for business use, during working hours, and to adhere to the AFF Driving at Work Policy.

Army Families Federation is a charitable incorporated organisation registered in England and Wales with registered charity number 1176393 and a charity registered in Scotland with registered charity number SC048282 having its principal office at IDL 414, Floor 1, Zone 6, Ramillies Building, Marlborough Lines, Monxton Road, Andover SP11 8HJ