

**Job Description**

**CfD Office Manager**

**Bristol**

**Job Title:** Office Manager

**Location:** The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ

**Line Manager:** CfD Director

**Line Manager to:** N/A

**Salary:** £16,000 - £18,000 pro rata per annum

**Hours:** 16 hours per week to be worked over 3-4 days

**Benefits:** 1% pension contribution from employer. 25 days holiday pro rata plus bank holidays.

**About CfD:**

The Centre for Deaf and Hard of Hearing People has been delivering services within the Bristol area for over 140 years.

Our mission is to support and promote social inclusion and independence by providing free information and advice, an equipment service called **Home@CfD** and working on other projects which enable people who are Deaf, Hard of Hearing or DeafBlind to improve their wellbeing and make positive changes in their lives and communities.

This is a wonderful opportunity to work within a small, friendly team and have a real impact on the lives of Deaf and Hard of Hearing People in Bristol.

**Job Aims:**

* To provide effective administrative support for the organisation (and in particular to the Director and Board).
* To manage the CfD office systems, including assisting with communication via phone and emails.
* To contribute to the overall development and promotion of the CfD service in Bristol.

**Key Responsibilities:**

1. To establish and maintain effective administrative systems e.g. electronic and paper filing systems, data collection and record management. CfD uses a cloud-based database (CharityLog) for which training will be provided.
2. To provide administrative support to the organisation using a range of software, including email, spreadsheets and databases.
3. To answer telephone calls, emails and other enquiries including visitors to the resource centre, providing a high level of customer care and dealing with complaints if necessary.
4. To greet visitors to the resource centre
5. To ensure that the organisation has appropriate resources, ordering and maintaining supplies of stationery and equipment.
6. To maintain the condition of the office and the assets register and arrange necessary service contracts, repairs etc;
7. To assist the Director with managing the HR aspects of the organisation, e.g. maintaining the HR files for all staff, ensuring all forms (sick leave, holiday requests, etc.) are signed and filed;
8. To assist the Director with the administration of the Board e.g. preparing agendas and reports, distributing papers, taking minutes of key meetings and organising general meetings;
9. To assist the Director in developing and maintaining the key policies and procedures of the organisation:
10. To maintain the organisation’s website and social media presence, including the sharing of stories and information relating to Deaf issues;
11. To maintain the membership list for the organisation and to communicate with members as required e.g. emails updates, newsletter.
12. To attend conferences, training and other staff development opportunities.
13. To assist the Director in the organisation of events and activities and in the promotion of the organisation through the development of leaflets etc.
14. To participate in team meetings and to take and distribute the notes as required.

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| **Essential Skills** | **Desirable Skills** |
| * Previous experience of working in office administration | * Level 3 Diploma in Business Administration/equivalent or working towards |
| * GCSE qualifications in Maths and English at Grade C or above or equivalent | * Level 2 qualification in British Sign Language or working towards |
| * Reliable and adaptable with excellent organisational and administrative skills |  |
| * Excellent time management skills with the ability to multi-task and prioritise work |  |
| * Good command of the English language |  |
| * Confident IT user with a good working knowledge of computer systems including email, spreadsheets and databases |  |
| * Sound keyboard skills with a minimum typing speed of 50 words per minute |  |
| * Comfortable in a client facing role and confident in using the telephone. |  |
| * An understanding of Deaf issues and culture |  |
| * An understanding of the social model of disability |  |

Note: The final interpretation of this job description rests with the Director in consultation with the Trustees and the jobholder. It will be reviewed in the course of supervision meetings, and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other work with CfD as time permits and by agreement with the Director.