

Job title	Office Manager
Salary	£24,071 - £30,955
Hours	Full time (37.5 hours per week)
Base	Cambridge
Team	Corporate Team
Accountable to	Director of Finance / Company Secretary
Terms	Permanent

About Eastern AHSN:

Our purpose at Eastern AHSN is to turn great ideas into positive health impact.

We were established by the NHS to convene all partners in the health sector, to develop and deliver innovative solutions in health and care. Our focus is the East of England, but we are part of a national network which enables us to deliver at scale.

Citizens, academia, health services and industry will achieve more working together than they will in isolation. Our job is to make this happen. We do this by helping innovators to navigate complex systems, generate value propositions and connect stakeholders to overcome challenges together.

Role Purpose:

The office manager fulfils a critical role in Eastern AHSN. Working within a small but focused team, you will be responsible for the smooth running of the office, including working with and co-ordinating the provision of services by the outsourced IT provider, and ensuring the company complies with its relevant health and safety obligations. Working closely with the director of finance/company secretary, you will support them in managing the internal operations of Eastern AHSN to ensure that the wider organisation is able to work effectively and efficiently, whether they are based at home or in the office.

Key Responsibilities:

General office management

- Develop and implement administrative systems and procedures that help the wider organisation achieve its goals.
- Manage and constantly improve processes for administering the office-based facilities, the supply of equipment and IT, coordinate with the outsourced IT provider the provision of essential software, and manage the IT issues log, escalating to the managing director of the outsourced service provider and Eastern AHSN’s director of finance/company secretary as appropriate.

- In collaboration with senior management and the wider organisation, optimise the office layout and maintain appropriate supplies of stationery, furniture and equipment.
- Dealing with correspondence, complaints and queries including acting as the first point of contact for the enquiries inbox, post and telephone queries – delegating and escalating as needed.
- Oversee the system to ensure that meeting room bookings can be made.
- Provide support and advice with organisational tasks for on-site events and meetings when necessary, e.g. AV equipment set-up, room layout and stationery.
- Lead the office induction programmes for new employees.
- Arrange new equipment requests for employees.

Facilities management/health and safety

- Ensure that facilities meet government regulations and environmental, health and safety, and security standards, including but not limited to those regarding:
 - Fire safety
 - First aid
 - Electrical equipment
 - Air conditioning/heating systems
 - Sanitary waste and water systems.
- Ensure that health and safety policies, and office and work-based risk assessments, including DSE assessments for employees, are up to date, implemented and any risks escalated appropriately.
- Pro-actively monitor changing and evolving health and safety rules and advise and escalate as appropriate.
- Advise on increasing energy efficiency and cost-effectiveness.
- Oversee building repairs, renovations or refurbishments and ensuring that the organisation is meeting its obligations under its office rental contract.

Information management

- Implement and maintain procedures/office administrative systems/databases as necessary.
- Support staff to resolve IT issues by liaising with the outsourced IT provider and other suppliers as required.
- Act as day-to-day contact for the outsourced IT provider – both supporting them with their queries while also liaising with them to ensure that they resolve issues relating to existing equipment or new orders.
- Work with the director of finance/company secretary to review the performance of the outsourced IT provider, including preparing for and supporting regular contract reviews.

Contract and budget management

- Support commissioning and monitoring of office related contracts e.g., security, cleaning, catering, technology.
- Provide contact and supervisory point for external contractors e.g., cleaning, maintenance, grounds and security while on site.
- Managing elements of the corporate budget – raising purchase orders and ensuring cost-effectiveness.

Key relationships

- Work across the organisation to enable and improve delivery of key priorities and deliver successful organisational outcomes.
- Maintain constructive relationships with people at all levels within and outside the organisation.
- Participate in relevant internal and external working groups/projects, services and initiatives to provide information and advice

Corporate duties

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Eastern AHSN's employees, supported by policies and procedures as appropriate.
- Comply with current data protection laws and company data protection policy and procedures.
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required.
- Promote equal opportunities and affirm that staff, colleagues, patients and others who encounter Eastern AHSN are afforded equality of treatment and opportunities.
- Observe Eastern AHSN's equality and diversity policy, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds.
- Work with others appropriately to achieve organisational goals.
- Comply with the Eastern AHSN values and behaviours.
- This job description provides an overview only of the key initial requirements of the post. The post holder will be required to commit to flexibility and responsiveness, as the requirements of the post are certain to change over time.

Person Specification:

Competence	Requirements
Qualifications and training:	<ul style="list-style-type: none">• GCSE or equivalent experience (experience and aptitude more important than paper qualifications)• Evidence of continued professional development• Evidence of experience in an office management role
Skills	<ul style="list-style-type: none">• Good written communication skills; able to write clearly and concisely, producing reports and updates• Good verbal communication• Ability to prioritise, work to, and set deadlines, and function effectively under pressure with competing demands• Ability to think analytically and to interrogate data• Ability to work on own initiative and as part of a team

	<ul style="list-style-type: none"> • Good skills in Microsoft Office products • Excellent problem-solving skills • Highly numerate and literate
Knowledge	<ul style="list-style-type: none"> • Experience in supporting the design, development, implementation and management of change in a complex, multiple stakeholder environment
Experience	<ul style="list-style-type: none"> • Experience in running an office daily • Experience in developing and writing administrative systems and procedures • Experience of setting up and implementing internal processes and procedures • Experience of budget management processes (desirable) • Experience or knowledge of health and safety management (desirable)
Disposition/ Aptitude	<ul style="list-style-type: none"> • Ability to quickly grasp new ideas and concepts • Ability to work flexibly (hours of work and duties) both as an individual and with other colleagues • Commitment and resilience both personal and within a team environment

Review of this job description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.

Version Control: Version 0.2

Revised date: 4 October 2021

Shared with Post holder Julie Cartwright-Finch: 28 September 2021

Signed off by Director of Finance/Company Secretary: 4 October 2021