



# OFFICE AND PEOPLE SUPPORT MANAGER

## Job Description

**THE EMPLOYER:** Cumbria Action for Sustainability (CAfS).

**LOCATION:** Contractually based at our office, Eden Rural Foyer, Old London Road, Penrith, CA11 8ET, however, some homeworking may be agreed.

**REPORTS TO:** Finance and Resources Manager.

**HOURS:** 30 hours per week, which can be worked flexibly over five days.

**START DATE:** February 2024.

**SALARY RANGE:** £26,000 - £34,000 full time equivalent, starting salary dependent on skills and experience.

**DURATION:** Permanent.

**APPLICATIONS BY:** Apply using the CAfS application form only. **CVs will not be considered.** Application forms to be submitted by 9am on Tuesday 16<sup>th</sup> January 2024.

**RIGHT TO WORK:** You must have an existing legal right to work.

**INTERVIEWS:** Interviews will be held on Wednesday 24 January in person at our offices. If candidates are unavailable at that time, we may try to find an alternative date.

### ABOUT CAfS

**Our vision** is a zero carbon Cumbria which is socially, environmentally and economically beneficial for all.

**Our mission** is to achieve net zero by 2037 or sooner by promoting and facilitating low carbon living and its benefits – inspiring and supporting individuals, communities, and organisations across Cumbria and beyond to decarbonise lives and businesses. We provide practical support for the development of low carbon plans and policies for places, communities, businesses, local authorities, other organisations, and individuals. We inspire behaviour change and seek to deliver sustained shifts from high to low carbon

emissions through new social norms and influencing key policies, strategies, and funding streams.

### **MAIN PURPOSE OF ROLE:**

- To oversee the provision of professional, friendly and comprehensive administration support to CAfS employees, volunteers and contractors.
- To oversee the ongoing implementation, review and improvement of CAfS people management and support systems and procedures to help maximise staff wellbeing, efficiency and effectiveness.
- To lead the team of administration and finance support staff, manage the team budget and ensure the allocation of capacity to support other teams and projects.

### **KEY TASKS AND RESPONSIBILITIES:**

#### **Business administration & office management**

1. Lead the team of three Admin and Finance staff in order to:
  - a. Take care of their welfare, ensure their skills are utilised and developed and capacity meets demand.
  - b. Ensure excellent CAfS reception function providing quality customer service via phone, email or in person both externally and internally.
  - c. Ensure an effective, safe and welcoming office working environment for all employees and visitors which provides access to the resources staff need.
2. Ensure compliance checks are undertaken for home and office work environments including annual Display Screen Equipment, Portable Appliance Testing, equipment inventory and conflicts of interest declarations.
3. Define and manage the core administration budget in collaboration with the Finance and Resources Manager.
4. Ensure that office filing systems (hard copy and digital) are developed and maintained.
5. Oversee our data protection policies and procedures. This entails:
  - a. Management of the contract with our external data protection advisor
  - b. Commissioning the contractor to occasionally review organisational compliance with data protection legislation.
  - c. Referring queries on data protection to our external advisor and collating responses.
  - d. Ensuring project managers and other staff complete required paperwork.

- e. Organising regular staff refresher training.
  - f. Flagging to staff any developments in data protection legislation as advised by our contractor.
6. Ensure that CAfS policies & procedures are regularly reviewed, revised and appropriately approved.
  7. Collate data from our energy and other bills that will help us identify and manage our organisational carbon footprint.
  8. Identify our insurance cover needs in collaboration with Programme and Project Managers and research options for agreement with Finance & Resources Manager.
  9. Ensure the submission of trustee updates and annual returns to Companies House and the Charity Commission.
  10. Work with CAfS IT provider to optimise use of Sharepoint and other systems and to support staff as needed, including organising training.
  11. Lead on payroll, including the coordination of timesheets, expenses and pension information for staff, submission of information to HMRC and CAfS pension provider.

## **People support**

1. Be first point of contact for employee support on HR issues.
2. Manage CAfS contracts with external HR advisors.
3. Manage CAfS contract with our external Health and Safety provider.
4. In collaboration with the CEO, develop organisational health and wellbeing strategy and lead on its implementation and ensure equality, diversity and inclusion are part and parcel of our daily practice.
5. Ensure salary and other changes to terms and conditions are communicated clearly and accurately to staff.
6. Lead on the development and delivery of effective and efficient recruitment, induction, job exit and other processes in collaboration with project and team managers.
7. Ensure the maintenance of staff and trustee HR records including qualifications, contracts, timesheets, leave, absence and training records, and assist with induction of new staff and trustees.

8. Work with CEO and finance manager to develop and implement regular employee surveys, and help to analyse results and identify and deliver actions.
9. Lead on regular reviews of our employee handbook to ensure it is up to date and ensure changes are authorised by Trustees and understood by staff.
10. Oversight of provision of staff training where it can or should be centralised, identifying/procuring training, and ensuring mandatory compliance.
11. Work with managers to ensure CAfS performance management processes are fit for purpose and consistently applied.

## **Other**

1. Attend Management Group meetings of our cohort of senior staff as required.
2. Undertake relevant training to ensure continued personal development relevant to the area of work.
3. Keep up to date with workplace best practice and assess options for implementation in CAfS.
4. Keep up to date with legislation which affects the workplace and ensure CAfS remains compliant.
5. Perform other duties that may be required from time to time.

The hours of work are flexible around our core office hours of 10am-3pm.

## **Person specification**

### Essential

1. At least five years' experience of organisational administration, office management and/or day to day financial administration.
2. Experience of leading a team and staff performance management.
3. Experience of provision of HR support to own and other teams.
4. Strong ability to manage a diverse workload, prioritise and deliver tasks to time.
5. Practical experience of using an accounting system.
6. Excellent verbal and written communication skills.
7. Excellent use of IT, particularly Word and Excel.
8. Understanding of charity administration procedures.

### Desirable

1. Qualification in HR.
2. Qualification in bookkeeping or accounts administration and payroll.
3. Experience of procuring and managing contracts.
4. Experience of recruiting staff.
5. Budgeting experience.
6. Experience of running payroll.
7. Experience of using BrightPay and/or CiviCRM or similar packages.
8. Experience of using QuickBooks, or similar finance package.
9. Knowledge of data protection requirements.