



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 Monday 11 March 2024.

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

INTERVIEWS: Interviews will be held on Tuesday 19th March in person at our offices. If candidates are unavailable at that time, we will try to find a close alternative date. Previous applicants need not apply.

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

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 team 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, welcoming and supportive working environment for employees, volunteers and visitors.
2. Lead on payroll, including the coordination of timesheets, expenses and pension information for staff, preparation of payroll and submission of information to HMRC and CAfS pension provider.
3. 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. Ensuring that data protection compliant office systems are developed and maintained.
 - d. Referring queries on data protection to our external advisor and collating responses.
 - e. Ensuring project managers and other staff complete required recordkeeping.
 - f. Organising regular staff refresher training.
 - g. Flagging to staff any developments in data protection legislation as advised by our contractor.

4. Work with CAfS IT provider to optimise use of Sharepoint and other systems, provide regular cybersecurity and other relevant training for staff, and ensure implementation of IT best practice by staff.
5. Oversee or support the ordering of equipment such as laptops and stationery and ensure assets records are kept up to date.
6. Manage CAfS contract with our external Health and Safety provider and ensure relevant compliance checks are undertaken for office, home and other offsite work environments including annual Display Screen Equipment, Portable Appliance Testing, risk assessments and equipment inventory.
7. Effectively manage the core administration budget in collaboration with the Finance and Resources Manager, inputting to the annual budget setting process as appropriate.
8. Ensure that CAfS policies & procedures are reviewed, revised and approved in line with defined timelines.
9. Collate data from our energy and equipment bills to help us identify and manage our organisational carbon footprint.
10. Identify our insurance cover needs in collaboration with Programme and Project Managers and research options for agreement with Finance & Resources Manager.
11. Ensure the completion and relevant sharing of conflicts of interest declarations.
12. Ensure the submission of trustee updates and annual returns to Companies House and the Charity Commission.

People support

1. Lead on the development and delivery of effective and efficient recruitment, induction, job exit and other processes across CAfS in collaboration with project and team managers.
2. Ensure contracts of employment are appropriately updated to ensure salary and other changes to terms and conditions are communicated clearly and accurately to staff.
3. Ensure the compliant 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.
4. Be first point of contact for employee support on HR issues.

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

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 three years' experience of any of: organisational administration, operational management, office management, or day to day financial administration.
2. Proven ability to drive improvements in organisational processes.
3. Experience of leading a team and staff performance management.
4. Experience of provision of HR support to own and other teams.
5. Proven ability to deliver excellent service to internal and external customers.

6. Strong ability to manage a diverse workload, prioritise and deliver tasks to time.
7. Practical experience of using an accounting system.
8. Excellent verbal and written communication skills.
9. Excellent use of IT, particularly Word and Excel.

Desirable

1. Qualification in HR.
2. Experience of managing and running payroll.
3. Experience in bookkeeping or accounts administration and payroll.
4. Experience of procuring and managing contracts.
5. Experience of recruiting staff.
6. Knowledge of charity administration procedures.
7. Budget management experience.
8. Experience of using BrightPay or similar packages.
9. Experience of using QuickBooks or similar packages.
10. Knowledge of data protection requirements.