

Office and Facilities Manager Job Description

Job Location:	Head Office
Responsible to:	Director of Corporate Services
Responsible for:	Office & Facilities teams covering Head Office and the North and West Regional Offices

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

To manage the delivery of professional reception services, administration support and office facilities co-ordination for all CHSS offices. This includes the organising of people, information and other resources, ensuring office equipment is maintained, relevant records are up to date and that all administration processes work effectively.

3. Key Challenges

- To manage staff remotely.
- To understand a diverse organisation whilst supporting the alignment of office and facilities management processes in line with business needs.

4. Key Tasks

Administration Management

- Overall responsibility for the administration support service for all offices, including mail handling, stationery etc.
- Ensuring direct reports coordinate any administration support needs that are delivered locally, including word processing, meeting arrangements, photocopying etc.
- Carry out staff appraisals, manage performance and discipline staff.
- Delegate work to direct reports, where necessary, local staff and administration/ reception volunteers and monitor workload and output.
- Promote staff development and training.
- Line management responsibility of office based administrative, reception and staff. This will include recruitment, supervision and ongoing support of them and ensuring direct reports apply the same line management practices for their direct reports, if applicable.

- Develop administration, reception and cleaning standards, ensuring that direct reports deliver the level of service that is compliant with these standards. Address any areas where standards are not at the required level.
- Responsible for the office budgets. This includes monitoring spend against budget and discussing with direct reports on budget spend and bringing to the attention of the Director of Corporate Services any areas that require addressing on budgetary issues.
- Organise and chair meetings with staff and administration/reception volunteers.
- Ensure customer enquiries and complaints and take action, where necessary in accordance with relevant policies and procedures.
- Regular communication with the Director of Services to scope and address the administrative needs of the Services Department

Front Door/Reception Management

- Overall responsibility for the front door/reception management for all offices.
- Ensure professional customer services are provided to visitors, members of the public through the development of core standards for front door/reception staff. This will include monitoring and addressing concerns with staff where standards are not being met.
- Ensure that meeting arrangements for offices are coordinated locally, directing meeting attendees to the relevant CHSS contact as appropriate.
- Ensure direct reports address any front door/reception management matters with the relevant manager or escalate, where necessary, address with a senior manager or refer to the Director of Corporate Services.

Sales of Retail Stock

- Ensure direct reports display retail and other stock in accordance with guidance. This will include stock monitoring and replenishment in conjunction with the relevant Department.
- Ensure direct reports bank any takings from stock sold in accordance with the local office procedures.

Facilities Management

- Ensure direct reports co-ordinate the office Health and Safety Provision, including PAT testing of all electrical equipment and fire safety management, in liaison with HR Team.
- Ensure direct reports conduct risk assessments and health and safety notices are completed and regularly reviewed, in conjunction with the HR Team.
- Liaise with the office landlord where appropriate regarding any facilities management issues.
- Ensure local facilities management support is delivered and faults or issues are reported and actioned.
- Ensure direct reports organise repairs with tradesmen where necessary.
- Undertake Fire Marshal duties (training and support will be given).
- Bring to the attention of the Director of Corporate Services any facilities management issues where the postholder is unable to advise direct reports.

5. Dimensions

Budget: Office & Facilities budget responsibility

Contacts: (internal) Board of Trustees
Executive Support Officer
Director of Services
All staff and volunteers
Service users

(external) Visitors
Suppliers

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	<ul style="list-style-type: none"> SVQ 4 in Management or equivalent Knowledge of Health and Safety 	<ul style="list-style-type: none"> Working knowledge of Raiser's Edge Knowledge of medical terminology
Previous Experience	<ul style="list-style-type: none"> Demonstrable experience in a relevant office setting Line management of staff and/or volunteers Administration management experience Facilities management experience Customer service experience and experience of dealing with difficult situations 	<ul style="list-style-type: none"> Previous experience of mentoring or developing staff Minute taking Experience of line managing staff and/or volunteers remotely
Skills Aptitudes Abilities	<ul style="list-style-type: none"> excellent organisational and time management skills Ability to prioritise tasks and work under pressure Good team working skills and the confidence to lead and motivate a team Ability to manage your own workload and supervise the work of others concurrently Excellent interpersonal, oral and written communication skills Attention to detail Flexibility and adaptability to changing workloads Problem-solving approach to work Project management skills. Excellent inter-personal and communication skills Demonstrable organizational skills Ability to use own initiative Work with minimal supervision, but part of a team Proficient in Office 2010 applications including Outlook, Word, Excel, PowerPoint, Access Experience of using databases and running reports Ability to work confidentially within an open plan office environment 	<ul style="list-style-type: none"> Proficient in Microsoft Office Publisher
Disposition	<ul style="list-style-type: none"> Commitment to ethos of the voluntary sector Willingness to work flexibly, including out-of-hours and visiting other offices Commitment to equal opportunities 	

Summary of Terms and Conditions of Employment

Term: Permanent

Salary: Grade 3(ii) Scale Points 27-34, £25,344 - £31,405 per annum

New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.

Hours of work: 32.5 hours per week (CHSS full-time is 32.5 hours)

Willingness to work flexibly including travel and, on occasion, to stay away from home

Review of Work: The postholder is subject to the CHSS objective setting, supervision and appraisal process.

Annual Leave: CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.

Pension scheme: CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.

Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.

There are also schemes which provide death-in-service benefit and permanent health insurance.

Equal Opportunities: CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.