

**OFFICE MANAGER  
JOB DESCRIPTION**

**Role:** Office Manager

**Responsible to:** Deputy Director

**Purpose:** To support Open Age's organisational operations by maintaining office systems and procedures, recruiting and supporting volunteers, and overseeing Open Age trips.

**Location:** St Charles Centre for Health & Wellbeing, Exmoor Street, London W10 6DZ

**Salary:** £30-32,000 per annum

**Main Responsibilities:**

- Oversee Open Age main office reception duties, including incoming calls and receiving visitors
- Recruit, DBS check, induct, oversee and co-ordinate volunteers
- Order office supplies, maintain and upkeep office equipment and furniture, organize equipment repairs, upgrades and replacements
- Provide administrative support for board, finance and other trustee meetings, book meeting rooms
- Arrange group trip activities for Open Age's members
- Oversee periodic mailings to members
- Co-ordinate database inputting
- Co-ordinate printing of activity programmes for all centres at the organisation
- Answer general emails and postal correspondence with Open Age members and suppliers
- Process general invoices
- Research suppliers for pricing and delivery options
- File and archive organisational records
- Oversee organisational health and safety and fire regulations
- Manage the organisational customer complaint procedure
- Liaise with Open Age's IT service provider to resolve problems
- Some occasional evening and weekend work
- Any other duties that may from time to time be reasonably required by the organisation