

Dear Applicant,

Re: OFFICE MANAGER / VOLUNTEER CO-ORDINATOR

35 Hours per week with working hours Monday – Friday, from 9.00am – 5.00pm

Salary range £24,000 to £26,000

Thank you for your interest in the Office Manager and Volunteer Co-ordinator post. We are excited to offer this newly redesigned position, which is wider in scope than a traditional office manager role. In addition to running Open Age's main office, where our membership details are processed and our activity programmes are produced, the successful applicant will also be in charge of recruiting and coordinating our volunteers, who support Open Age in a variety of ways. The successful applicant will also be working closely with our activity centres to evaluate and streamline our current procedures. This will require a creative and thoughtful approach, to ensure that Open Age is running as efficiently as possible.

Please find below the Job Description and Person Specification.

To apply for this role, please submit:

- Your CV
- A cover letter (maximum two pages)
- A complete copy of the Equal Opportunities Monitoring Form

The above should be sent to: to ihasnain@openage.org.uk with the subject line 'Office Manager and Volunteer Co-ordinator'. **The deadline is 5pm Wednesday 4 July, 2018.**

When composing your cover letter, please ensure that you refer to the essential skills and experience of the Person Specification and explain why you are interested in the role.

We will be inviting short listed candidates for interview on 9/10th July, 2018.

We look forward to hearing from you.

Yours sincerely,

Iain Cassidy
CEO

**OFFICE MANAGER and VOLUNTEER CO-ORDINATOR
JOB DESCRIPTION**

Role: Office Manager and Volunteer Co-ordinator

Responsible to: Deputy Director

Purpose:

To support Open Age's organisational operations by maintaining office systems and procedures, recruiting and support volunteers, and overseeing Open Age Trips.

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

Salary: £24-26,000 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

**OFFICE MANAGER and VOLUNTEER CO-ORDINATOR
PERSON SPECIFICATION**

Essential Skills and Experience

- Minimum of 3 years' experience of managing an office environment, or equivalent
- Knowledge and understanding of recruiting, supporting, co-ordinating and working with volunteers
- Excellent admin skills and attention to detail
- Excellent interpersonal, time management and communication skills
- Ability to organise and prioritise own workload, working flexibly and pro-actively
- Ability to work as part of a team
- Knowledge of using a variety of software packages such as Microsoft Word, Outlook, etc., and a strong familiarity with data entry
- Excellent listening skills, combined with patience and an empathy with older people in order to engage with them and meet their needs
- Sensitivity to difference and diversity among users, and a commitment to putting equal opportunities principles into practice
- Ability to navigate the complexities of supporting Open Age's work across multiple venues

Desirable qualities and skills

- Experience of working with agencies from both the statutory and voluntary sector
- Experience of arranging group trip activities
- Awareness of issues affecting the lives of people over 50 and a commitment to Positive Ageing