

## Job Profile: Office Manager

**This supplementary information for Office Manager is for guidance and must be used in conjunction with the Job Capsule for Job Family Business Service at Job Level 3 Zone: 1**

**Camden Way Category: 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Role Purpose:**

The key purpose of the Office Manager role is to support the management of all administrative and financial functions for 1 of 5 Children's Centre Services Locality Teams. This is to support the delivery of the core purpose for children's centres and every child matters outcomes. This involves running a busy team office, playing a key role in the purchasing cycle, support to the multi-agency team and line managing administrative staff.

### **Example outcomes or objectives that this role will deliver:**

1. To support the children's centre Locality Manager (LM) in providing high quality business and administrative support. To ensure office systems and procedures are implemented in line with children's centre borough wide guidance and Camden's corporate procedures.
2. To work closely with the Locality Manager (LM) and Project Officer (PO) to maintain and provide effective office purchasing, locality and agreed borough wide procurement including monitoring expenditure, accurate budget forecasting and support to co-ordinate and review Children's Centre (CC) core offer services.
3. To undertake the line management of the Children Centre Services Administration Team (reception and admin officers), ensuring that day to day work plans, regular support & supervision and appraisal (Planning Performance) are carried out in line with Camden's policies and procedures.
4. To participate in regular supervision and appraisal and to undertake training identified through line management and performance management processes.
5. To support the co-ordination and effective delivery of administrative functions within the CCS office and wider Children Centre(s) and locality; working with the Centre Head (CH) and childcare workers, the Family Support Manager (FSM) and the multi-agency family support team as well as providers of contracted services.
6. To manage paper, database, filing and record systems. Undertaking regular and effective auditing of information to ensure inputted data is of the highest possible quality.

7. To provide administrative support for partnership activity (e.g. locality governance meetings) within the locality and to support the production and distribution of publicity materials using databases and relevant ICT programmes.
8. To ensure health and safety and safe working practices are in place and adhered to within the locality office, other areas of the premises as identified.

### **People Management Responsibilities:**

Line manage receptionist & administrative assistant

### **Relationships:**

The post holder will be required to liaise with multi-agency teams and services mainly within the Children Schools and Families directorate. Key contacts includes locality family support teams, finance team, office suppliers, locality children's centre nursery teams and other partner agencies providing services and resources within the children centres/trainers and trainees, members of the public with children under 5, local residents, voluntary and statutory organisations and other external agencies.

### **Work Environment:**

- The CC Locality Office is a busy environment where there are often competing priorities. A flexible and solution focused approach is required to meet these demands and to ensure that all visitors receive a warm welcome.
- To support the role there are two employees supporting the office manager role, an administrator and receptionist.
- The post holder will work closely with a local management team (including Locality Manager, Centre Head and Family Support Manager) to ensure all areas of the service run efficiently and effectively.
- On occasions the Office Manager may need to work or provide staff across the centre and other locality teams.

### **Communications and working relationships**

- There is a need for clear communication within the CC team including the Centre Head and Admin/finance worker, partner agencies and members of the public from a diverse range of cultural and language backgrounds, with varying levels of experience and understanding about Children's Centre Services
- Functional links
  - The Project Officer
  - Family Support and outreach staff and allied professionals
  - Centre Head and Admin/finance officer
  - Other Office Managers
  - Other council departments

- Telephone and face-to-face contact with statutory and voluntary organisations
- Building/Estates contractors
- Partner agencies
- Telephone and face-to-face contact with members of the public, notably parents/carers with children under 5

### **Innovation (decision making and creativity)**

- The post requires initiative and consistent clear thinking to plan, review, audit, update and complete financial and administrative workload as the day to day work in the locality office is varied and busy

### **Resource management**

- The Office Manager role does not require any 'delegated' budget management

### **Technical Knowledge and Experience:**

#### **Essential Qualifications:**

- Educated to GCSE or equivalent (including Maths & English)
- NVQ3 in Administration or equivalent (or working towards a qualification)

#### **Desirable:**

- Qualification in Business Administration
- Certificate in Purchasing and Supply (CIPS)
- EDCL in computing or equivalent qualification

#### **Essential Knowledge:**

- Thorough understanding of Microsoft Office (Word, Excel), as well as Outlook.
- Database management (Synergy Connect, Framework(I), ISA Database, e-HR)

#### **Desirable:**

- Understanding of the aims, objectives and principles of Children's Centres and the key outcomes of
- Experience and knowledge of personnel procedures
- Knowledge of Local Government organisation and functions
- Experience of working in a multi-agency and partnership environment
- An awareness of the issues involved when working with a diverse community
- Awareness of Data Protection legislation
- Knowledge of commissioning and reviewing services

**Essential Skills:**

- Excellent communication skills, both written and verbal with an ability to express issues in a clear and appropriate manner
- Ability to work as part of a team and under own initiative with minimum supervision
- Ability to work under pressure and achieve results within tight deadlines
- Ability to prioritise workloads
- Ability to employ tact, discretion, and sensitivity when dealing with staff, partner agencies and the general public
- Flexibility and openness to new ideas and ways of working

**Essential Experience:**

- Experience of managing staff
- Proven experience as a senior administrative position within a busy office environment.
- Experience of budget and financial administration to include spreadsheets and financial reports

**Desirable:**

- Experience of working within a families and young children environment

**Camden Way Five Ways of Working**

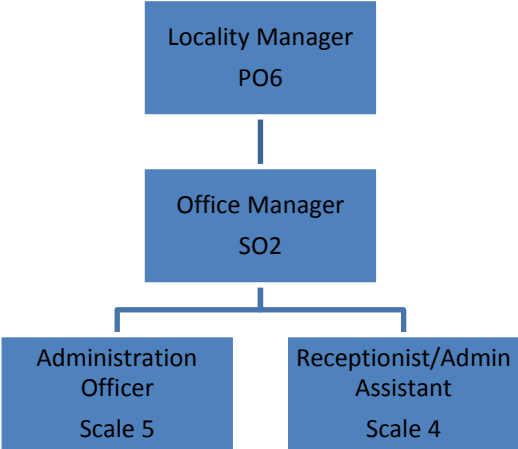
In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

**Structure Chart**



The post holder line manages the administration officer and receptionist