

Job Capsule Supplementary Information: 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: 2

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 Early Years multi-agency Locality Teams. This includes supporting partnership activity within Children's Centre locality area and undertaking project coordination of key programmes run from Children's Centres. The role involves running a busy locality office and admin service supporting staff onsite and at other venues including, supporting 30+ multi agency locality staff with a wide range of administrative systems. The role plays a key role in the purchasing cycle, and the line management of administrative staff.

Example outcomes or objectives that this role will deliver:

To undertake the line management of the Administration Team (Administrative Officers working across different venues, additional temporary staff and volunteers), ensuring that recruitment, performance management, day to day work plans, regular support & supervision and appraisal are carried out in line with Camden's policies and procedures.

- 1) To support the Early Years Locality Leader (LL) and large multi-agency Children's Centre locality team by providing high quality business, administrative and IT support and project management. To ensure office systems and procedures are developed and implemented in line with borough wide guidance and Camden's corporate procedures.
- 2) To work closely with the Locality Leader (LL) and Locality Leadership Team to maintain and provide effective office and locality purchasing, and agreed borough wide procurement including monitoring expenditure across a number of budgets, accurate budget forecasting and supporting the Locality Leadership team to co-ordinate, review, and develop Children's Centre (CC) services.

- 3) To organise the provision of a highly efficient and empathic front of house service for the wide range of multi-agency services on offer at the Children's Centres, and at other venues when required. Ensuring that families are welcomed to Centres, that their needs are sensitively identified and responded to appropriately. In particular that complex enquiries at front of house are understood and effectively transferred to the relevant part of the multi- agency team in accordance with policies and procedures, including data protection, health and safety and safeguarding.
- 4) To coordinate the monitoring of commissioned services and support highly effective partnership collaboration liaising with service providers, reviewing data against key performance indicators and contractual requirements and initiating action where , required by reporting matters of concern to the Locality Leads.
- 5) To undertake a wide range of project support activities in relation to a number of complex projects involving managers and staff working from different venues and collaborating across disciplines e.g. baby massage, bump to baby and welfare rights.
- 6) To manage a wide range of database IT systems used by the multi-agency teams, ensuring these are fit for purpose and providing technical support for multi-agency staff using specialist IT applications such as MOSAIC, EISI and SystemOne. This includes the management of IT referral systems and processes. In addition management of manual record systems, including filing for a number of different teams. A key function is demonstrating strong leadership by advocating for the implementation and use of IT systems across all locality services. The role will include undertaking regular and effective auditing and review of information to ensure inputted data by a range of staff is of the highest possible quality.
- 7) To plan and provide administrative support for a wide range of complex partnership activity, liaising with a large number of key stakeholders from a variety of sectors working with families with children under five years. Supporting the Locality Lead in partnership developmental work e.g. supporting the organisation of locality events and locality governance meetings and contributing to service and project development-
- 8) To support the management of children's centre and nursery building(s) under the direction of the Locality Lead and to ensure security systems are in place and fully operational at all times. To ensure building health and safety systems and procedures are implemented and adhered to, ensuring safe working practices at all times within the premises and outreach venues as identified.

People Management Responsibilities:

Line management of 4+ administrative staff, temporary workers and volunteers. The Office Manager role does not require any 'delegated' budget management.

Relationships:

The post holder will be required to liaise with multi-agency teams and services mainly within the Supporting People directorate. Key contacts includes locality multi-agency teams family support teams, finance team, office suppliers, locality children's centre nursery head and team(s) and other partner agencies providing services and resources within the children centres. The role will also include regular contact with members of the public with children under 5, local residents, voluntary and statutory organisations and other external agencies.

- Functional links
 - Parents and children who use the Children's Centre.
 - Multi- agency children's centre locality teams and outreach staff and allied professionals
 - Other Office Managers
 - Other council departments
 - Building/Estates contractors
 - Partner 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.
- The post holder will work closely with a locality management team (including Locality Leader, Head of nursery and Family Support Manager) to ensure all areas of the service run efficiently and effectively.
- On occasions, the Office Manager may need to work at, or provide staff to cover, other Children's centre localities in the borough.

Technical Knowledge and Experience:

- Advanced knowledge of Microsoft Office (Word, Excel, Outlook)
- Detailed understanding of database management (such as EISI, SystemOne, MOSAIC, I-case and other nursery software)
- Educated to GCSE or equivalent (including Maths & English)
- NVQ3 in Administration or equivalent (or working towards a qualification)
- Hold Qualification in Business Administration – (Desirable)
- Hold Certificate in Purchasing and Supply (CIPS) - (Desirable)
- Educated in EDCL in computing or equivalent qualification (Desirable)
- Detailed knowledge of the range of children's centre services available for families with children under 5 years , knowledge of the needs of families with young children and the role of Children's Centres
- Understanding of the aims, objectives and principles of Children's Centres
- Experience and knowledge of personnel procedures
- Knowledge of Local Government organisation and functions
- Experience of working in a complex 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
- Excellent communication skills, both written and verbal with an ability to express issues in a clear and appropriate manner
- Ability to provide technical database support to a wide range of multi-agency staff who are using differing databases and IT systems
- 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
- Experience of managing staff
- Proven experience in a senior administrative position within a busy office environment.
- Experience of database, budget and financial administration to include spreadsheets and financial reports
- Experience of managing highly effective front line service delivery
- Experience of working within a families and young children environment - (Desirable)

Camden Way Fiv

e 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 please visit by clicking [HERE](#)

Structure Chart



The post holder line manages the administration officers.