JOB DESCRIPTION

Job Title: Office and team administrator

Managed By: Director of operations and programmes

Responsible For: Office management, HR, administration and miscellaneous support

Hours: 25 hours a week. (NB exact working days to be agreed with successful candidate. Our preference is for the hours to be spread across the 5 working days).

Main Purpose of the Job:

The main purpose of this post is to develop & deliver a friendly, well run and well managed office space for both Happy City and our tenants and provide administrative support to the wider Happy City team. You will play a key part in ensuring it is a great place to work as well as helping the organisation to deliver its key objectives on time, to budget, and within the ethos of the organisation. The two key areas of responsibility can be summed up as:

1. Management of the Happiness Hub office space
2. Coordination and administration of Happy City office systems and processes

Key responsibilities:

Management of Happiness Hub office space

- Ensure the smooth day-to-day running of the office, front-of-office for new tenants and visitors,
- Provide support for the management of the office space to all staff and tenants and work to ensure smooth relationships with tenants, landlords and all suppliers.
- Ensure the office space is maximised financially, advertising desk spaces when necessary, responding to enquiries, coordinating trial days and new tenant inductions ensuring all paperwork is completed, recorded and kept up to date
- Keep office equipment, office records and office supplies organised and maintained
- Research and keep updated with new technologies and alternative methods of efficiency
- Manage the general upkeep of the office, meeting room and break out areas and working with the team and the tenants to ensure the office space is a clean, safe and supportive
- Organise administration needs for management team meetings, taking notes when necessary, attending bi-monthly tenant meetings and communicating any decisions / actions back to the staff and tenants
- Ad-hoc tasks as appropriate to this role

Coordination and administration of Happy City systems and processes

- End to end management of all staff files and records ensuring all databases and information is kept up to date and in line with current legislation

- Work closely with the Director of Operations and Programmes to improve operational systems and processes
- Maintenance of accurate HR records
- Provide HR Management support to include recruitment and selection, managing staff holiday and absences, ensuring all policies and procedures are up to date and fit for purpose in line with current legislation
- Managing relevant internal databases and keeping the operational information in the organisation's intranet up to date.
- Support the Company Secretary & Treasurer in organising administration of the board
- Ensure good management and administrative processes are in place and used consistently across the teams
- Ensure facilities and IT systems are fit for purpose and value for money
- Provide administrative support to the wider Happy City team as required for meetings, events and projects - booking venues, sending invitations, managing event participants' enquiries
- Undertake additional duties commensurate with the post as may reasonably be requested from time to time

Personal attributes

- Excellent people person - ready to find the solution, not dwell on the problem.
- Very organised person - relishes in attention to detail but can see the wood for the trees.
- Ability to work independently and show initiative.
- Ability to be proactive, creative in their problem solving and solutions focused.
- A great team worker and excellent communicator.
- Good at juggling tasks and prioritising.

SKILLS & EXPERIENCE

Factor	Essential	Desirable
Qualifications		• Degree or equivalent • HR qualification
Experience	• Administration - Ideally having worked in small organisations with varying demands • Office systems and processes including HR, databases and information sharing generally	• Facilities management • Office Management experience • Managing staff or volunteers • HR • Knowledge of Quickbooks accounting system
Skills and Knowledge	• Excellent interpersonal skills and a collaborative style • Good knowledge of business related IT systems	• Charity Sector • Experience using Google Drive • Experience managing a CRM - ideally with experience using Salesforce

		• Experience using project management systems / Trello
Attitudes/ Personal Characteristics	• A demonstrated commitment to high professional ethical standards and a diverse workplace • Ability to look at situations from several points of view • Willingness to devote necessary time & effort • Excellent communication skills both verbal and written • Ability to work effectively as a member of a team • Good, independent judgement • Flexible approach • Constructive attitude • Ability to anticipate needs, use own initiative and proactively seek out solutions across the organisation • Commitment to the organisation	• • Willingness to speak their mind • Ability to think creatively, be proactive and solutions focused • Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership