



## JOB DESCRIPTION

<b>Job Title:</b>	Office Manager
<b>Managed By:</b>	Chief Executive Officer
<b>Responsible For:</b>	Day-to-day smooth running of Happy City's business operations and office space
<b>Hours:</b>	0.8 FTE (flexible hours ideally across a 5 day week)
<b>Salary Range:</b>	£25,000 - £28,000 pro rata (depending on experience)

### **About us:**

Happy City is working to change the compass from pointing towards consumption and growth toward wellbeing for people, place and planet. We bring this vision to life through extensively-researched and evidence-based strategic consulting, measurement tools and training. We work with teams, management and leadership in organisations and local authorities to provide practical pathways to measure, understand and improve wellbeing.

### **About our measurement tools:**

We've developed two industry-leading wellbeing measurement tools which we are constantly developing and improving. Our Thriving Places Index measures how well local authority areas are doing at creating the conditions for people to thrive. The Thriving Places Index has published scores for the local authorities across England and Wales and the latest version will be released this Spring.

The Happiness Pulse online wellbeing measurement tool creates a detailed picture of how people feel and function in their lives, work and communities. We have just launched a new version of the tool, offering teams and projects the ability to benchmark and track performance, and measure the social impact of their activities.

### **Job Summary:**

This role is about maintaining the best conditions for people to flourish in their work. It involves the smooth running of all our business systems, the management of facilities, logistical arrangements, customer service, employment support, finance and strong team skills. Efficiency, practical initiative, excellent people and planning skills are all essential, as is a good head for figures and IT. Ours is a values driven,

learning organisation with a focus on the wellbeing of people and planet. A top class Office Manager will enhance our reputation as a great place to work and an excellent organisation to work with.

## Key Responsibilities

### Space and Facilities:

- **Appearance** - Ensure the space makes a strong and welcoming impression on arrival. Attention to detail should be evident throughout the space, reflecting Happy City's values.
- **'Feel' (Culture/brand)** - 'Host' the space by actively promoting a co-operative culture of care in which everyone shares a sense of belonging and pride. Encouraging, supporting, communicating and rewarding involvement and creativity in the general upkeep of the space.
- **Customer service** - includes reception duties, general care and response to questions of tenants and guests
- **Sales** - Ensure the income from office space is maximised, advertising desk spaces when necessary, responding to enquiries, coordinating trial days and new tenant inductions ensuring all contract paperwork is completed, recorded and kept up to date.
- **Functionality** - Keep office equipment, records and supplies efficiently organised and maintained, staying up to date with new technologies and ensuring supplier contracts are fit for purpose/value for money
- **Management** - Liaise with the landlord, their agents and building services as appropriate

### Business and other systems:

- Reception - monitor incoming general email enquiries and Happy City's phone, directing inquiries within the organisation or signposting onward as appropriate daily
- Systems inductions, improvements, maintenance and ongoing support - maintain clear guides to operational processes and software systems, upholding consistent management and admin practices across the organisation, clearly indexed on Happy City's Intranet pages.
- Support the Data Protection Officer on GDPR compliance processes
- Team support - assist with practical arrangements for meetings, travel, events and projects, investigating resources and costings on request. Note taking and follow-up support may occasionally be required.
- Board admin - assist company officers (eg. Company Secretary or Treasurer) as required
- Oversee IT maintenance, ensuring software and hardware are fit for purpose

### Human Resources:

- Promote and coordinate staff (and volunteer) wellbeing initiatives with colleagues to walk our talk, aiming always for a culture of 'best practice'. Includes team-building, performance and professional development goals.
- Maintain HR policies and procedures in line with Happy City's values, managing record keeping and ensuring full compliance with current legislation
- Provide HR support to line managers as required, including recruitment, selection induction and departure of staff, interns and volunteers and all aspects of employment contracts.

**Finance:**

- Manage a full cost recovery budget for the office space and facilities.
- Work with the bookkeeper and CEO to monitor cashflow and monthly management accounts, ensuring financial records are clear and accessible to the team
- Day to day finance administration ie staff expenses, purchase orders, invoice logging, set up of new customers, invoice sign offs.
- Manage relationships with the bookkeeper, accountants, bank, insurers and any other financial service provider ensuring end-of-year reports are completed on time

Ad-hoc tasks appropriate to this role may also be assigned by agreement, including the potential line management of future admin team staff or volunteers

## PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications		Degree or equivalent
Experience	<ul style="list-style-type: none"> <li>• Team working and managing, projects or initiatives</li> <li>• Office systems and processes including IT, databases and projects</li> <li>• Budgeting, financial management systems and financial reporting</li> <li>• Managing an office</li> </ul>	<ul style="list-style-type: none"> <li>• Business contracting or negotiation</li> <li>• Social enterprise, start up</li> <li>• Marketing, sales or customer facing work</li> <li>• Buildings or facilities management</li> <li>• <i>HR processes for recruitment and employment</i></li> <li>• Data compliance</li> </ul>
Skills and Knowledge	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and a collaborative management style</li> <li>• Excellent administration and organisation skills</li> <li>• Day to day financial systems skills</li> <li>• Business related IT systems</li> <li>• Experience using Google Drive</li> <li>• CRM management</li> <li>• GDPR and data protection</li> </ul>	<ul style="list-style-type: none"> <li>• Cash flow planning</li> <li>• Knowledge of Quickbooks</li> <li>• Experience of project management systems such as Trello</li> </ul>

### Attitudes/Personal Characteristics

- Commitment to and enthusiasm for Happy City and its goals
- High standards of professionalism
- Ability to think creatively, be proactive and solutions focused
- Willingness to speak their mind
- Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership
- Constructive & positive openness
- Willingness to devote necessary time & effort, flexibility around work schedules
- Ability to work effectively as a member of a team with a team building mindset
- Good, independent judgement
- Curiosity
- Commitment to diversity, equality of opportunity and inclusion