



JOB DESCRIPTION

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| JOB TITLE | Office Manager/Executive Assistant |
| LOCATION | WLM Central Office, Vauxhall |
| HOURS OF WORK | 36.5 hours per week (full time) |
| CONTRACT | Permanent |
| SALARY BAND | Band 4 |
| RESPONSIBLE TO | CEO and Deputy CEO |

ABOUT WLM

WLM has been working in the community in London since 1887. We currently work in Lambeth, Southwark, Westminster and Islington with a focus on PTS Coaching, Hubs & Residential Services, Counselling & Therapeutic Services and Criminal Justice Services.

WLM is a values led organisation. Our people are the heart of what we do. We have recently embarked on developing an asset-based approach in partnership with Mayday Trust building on our work embedding recovery and psychologically informed approaches

MAIN PURPOSE OF THE ROLE

The role will involve overall responsibility for organising and overseeing the general operations for the WLM Central Office and be an expert resource on all matters relating to the WLM Central Office function. The role will also be responsible for the provision of consistent high quality EA support to the Executive Team (CEO, Deputy CEO and Director of Finance and Corporate Services). This will require a high level of initiative to oversee and manage electronic diaries for planning various meetings, coordinating information flowing from and through the Executive Team.

KEY RESPONSIBILITIES

Office Management & Administration

- Ensure the smooth day-to-day running of the office ensuring supplies and equipment are in place at all times (includes office phones, IT equipment, stationery, post).
- First point of contact for the visitors' office and managing internal and external post and central email address which will involve responding to or redirecting enquiries.
- Manage relevant contractors and suppliers (some in collaboration with facilities).

- Support whole organisation, cross-services activity including managing the organisational calendar (includes staff meetings/ annual conferences).
- Manage organisation wide annual subscriptions.

EA Support to the CEO, Deputy CEO and Director of Finance and Corporate Services

- Provide day-to-day support to Executive Team through overseeing and managing electronic diaries, planning meetings, collaborating with colleagues and providing information and advice as required.
- Undertake specific projects such as required by the Executive Team.
- Contribute to the review and development of organisation's policies and organisational development work streams as required by the Executive Team.
- Make business travel arrangements for Executive Team and other managers as and when required.

Health & Safety

- Work in conjunction with the facilities team to ensure implementation of health and safety protocols in the Central office (including fire drills, health and safety checks and office cleaning).
- Ensure required resources and supplies are available for COVID safety procedures.

Governance

- Take full responsibility for supporting and servicing the WLM Board.
- Administrate and service all WLM Board level meetings, which will include forward planning, providing draft timetables for meetings, issuing agendas, taking minutes, and ensuring action points are followed up by the Executive Team.
- Coordinate arrangement of all WLM Services management meetings.

General Responsibilities

- To adhere to all WLM's policies particularly those relating to Diversity and Equality, Code of Conduct, Confidentiality and Health and Safety Policy in all aspects of the work.
- To work collaboratively with other WLM staff and volunteers.
- To participate in regular supervision and annual appraisal
- At all times undertake your role in a professional manner maintaining a high quality standard of work and to always work in accordance with the aims and values of WLM
- Undertake any other duties that may be required which are commensurate with the role.

Note: The details contained in this job description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change. Consequently, WLM will revise the job description as required in consultation with post holder

PERSON SPECIFICATION

POST: Office Manager/Executive Assistant

LOCATION: WLM Central Office

Please use your application to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address the criteria in your application in the order they appear.

Essential Experience

- 1.1 Significant experience in office management and as an EA/PA at senior level including experience of multiple diary management.
- 1.2 Experience facilitating board-level meetings.
- 1.3 Experience of establishing and sustaining efficient whole office systems and procedures.

Essential Skills, Knowledge and Abilities

- 2.1 Accurate minute taking at a senior and governance level.
- 2.2 Excellent communication skills both spoken and written
- 2.3 Knowledge of workplace health and safety
- 2.4 IT literate with proficient use of MS Outlook, MS Office and databases
- 2.5 High level of integrity and ability to deal with confidential matters

Desirable Criteria

- Professional qualification such as Diploma in Business Admin or PA/EA Diploma.

We are seeking an Office Manager/Executive Assistant who can demonstrate the following competencies to a high level and is committed to using them to the full in this role. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies.

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| People focus | Manages people and projects in way which keeps the people who use WLM's services at the core of what is done. Treats everyone with respect and in line with WLM's equality and diversity values. |
| Organisation and planning | Organises and plans tasks and projects effectively and takes responsibility for delivering high quality results. |
| Initiative and creativity | Shows initiative and takes appropriate action to deal with challenges that arise in a proactive and timely way. Ability to formulate and implement new ideas to overcome problems. |
| Communication | Written and oral communication is concise, clear and accurate and is worded appropriately. |
| Administration and IT | Develops sound, organised systems for storing key information and ensures these are used accurately and efficiently. |
| Management of relationships with external agencies | Manages and represents WLM's interests well and negotiates effectively with external agencies and contacts. |
| Coordination of projects | Coordinates projects and initiatives effectively, keeps stakeholders engaged and projects on-track and is able to manage problems as they emerge. |