



Role title	Office Manager	Directorate	Stroke Support
Location	Maidstone (Office based)	Accountable to	Performance and Business Support Manager
Travel requirement	Occasional	Accountable for	Zone Administrators Volunteers
DBS check	No	Core Role Anchor Level	Deliver

Hours	35	Grade	D	Salary	Circa £23,000 per annum
Contract Type			Permanent		

Stroke Association. Rebuilding lives after stroke.

When stroke strikes, part of your brain shuts down. And so does a part of you. That's because a stroke happens in the brain, the control centre for who we are and what we can do. It happens every five minutes in the UK and changes lives instantly. Recovery is tough, but with the right specialist support and a ton of courage and determination, the brain can adapt. Our specialist support, research and campaigning are only possible with the courage and determination of the stroke community.

We believe everyone deserves to live the best life they can after stroke. And it's a team effort to get there.

We provide specialist support, fund critical research and campaign to make sure people affected by stroke get the very best care and support to rebuild their lives.

Every five minutes, stroke destroys lives. Help us rebuild them and join our team.

Directorate

Our Stroke Support Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

Our support services provide a local presence for the charity enabling a far reaching impact through the delivery of other organisational activities such as awareness campaigns. Support for fundraising activity within the zone is an important part of this role.

Join us and help to make a difference to the lives of people affected by stroke.

Purpose of role

The Stroke Association is finalising a new strategy with three overarching goals: make stroke the priority it needs to be; ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need; partner with people and communities to help them take action on stroke.

The Office Manager will be responsible for the line management of business support roles within the zone ensuring high level of support functions for the zone and the efficient running of the offices.

The post holder will also have a keen intellect and aptitude for processing large amounts of information quickly, and must possess some statistical and budget management skills.

Key responsibilities of role

Responsibility areas	Performance Indicator	Key Competencies
To provide support to the Stroke Support Director, Head of Volunteering & Community, Heads of Stroke Support and SA Support Managers, as well as the Performance & Business Support Manager - managing diaries, booking travel, organising meetings or events, taking minutes and chasing actions, supporting workload, correspondence/document production and incoming/outgoing communications.	<ul style="list-style-type: none"> Minutes circulated within 48 hours 	Customer focus Communication and Collaboration
To line manage the Zone Administrators and any office volunteers, ensuring they are supported, productive and meet the requirements of an efficient and effective office. This includes delivery of their Performance and Development Reviews annually.	<ul style="list-style-type: none"> In line with supervision guidance e.g. held every 2 months 	Leadership Customer focus Improvement and Innovation
To be responsible for overseeing the maintenance and provision of all office equipment and associated materials for the office(s). Liaising with Facilities; monitoring related contracts; reporting faults; arranging necessary repairs and payments of facilities. Acting for first point of contact for staff to report faults and for all liaison with the appropriate companies.	<ul style="list-style-type: none"> Office issues to be progressed in 24 hours 	Customer focus Communication and Collaboration
To manage all the financial processing required for the zone. This includes banking monies received, logging and processing invoices and receipts quickly and accurately for payment by the	<ul style="list-style-type: none"> Invoices to be raised via Finance System within 48 hours 	Customer focus Business Acumen

<p>Finance department. Also working with the Finance department to ensure that all service invoices are accurate, issued on time and processed within required deadline.</p>		
<p>To work closely with the Heads of Stroke Support and the Performance & Business Support Manager to ensure timely and accurate recording of new contracts, aid income generation, adhere to legal and financial procedures and that communications relating to contracts are held and kept up to date on the database (CRM).</p>	<ul style="list-style-type: none"> • Contracts to be completed within CRM and passed for signature within 5 days • Monitor invoices to ensure approved within 48 hours 	<p>Customer focus Communication and Collaboration Business Acumen</p>
<p>To work with line manager to ensure our contractual and quality standards are reported against, by production of accurate data captured in line with policy and service commissioner requirements.</p>	<ul style="list-style-type: none"> • Key Performance Indicators (KPI) reports to be produced as per individual contract requirements 	<p>Customer focus Communication and Collaboration Business Acumen</p>
<p>Support the zone management team with administrative support and production of scheduled and ad hoc reports, including statistical data obtained from CRM database. Also provide a support function in the recruitment of staff as required.</p>	<ul style="list-style-type: none"> • Reports produced with 5 days of request 	<p>Change Readiness Customer focus Communication and Collaboration Business Acumen Improvement and Innovation</p>
<p>To provide the Management team and zone staff with additional support, regarding the use and development of CRM, for reporting and management purposes. To lead on work to improve the quality of data in CRM Services and Contracts.</p>	<ul style="list-style-type: none"> • Reports and actions carried out in line with Quality Meetings guidance 	<p>Change Readiness Customer focus Communication and Collaboration Business Acumen Improvement and Innovation</p>

<p>To ensure all administrative procedures including reception cover, use of the meeting rooms and facilitation of meetings are routinely carried out with efficiency and accuracy.</p>	<ul style="list-style-type: none"> • Ensure meeting rooms set up as agreed with meeting host 	<p>Leadership Customer focus Communication and Collaboration</p>
<p>To work closely with the Performance and Business Support Manager to continuously and proactively review the efficiency of the administrative processes, making recommendations and implementing changes as agreed.</p>	<ul style="list-style-type: none"> • As documented in supervision meetings 	<p>Change Readiness Customer focus Improvement and Innovation</p>
<p>To ensure self and the administration staff deal sensitively and appropriately with all enquiries by telephone, ensuring confidentiality is maintained. Filter telephone and personal enquiries to staff, as appropriate relay accurate messages as required.</p>	<ul style="list-style-type: none"> • Personal training record 	<p>Leadership Customer focus</p>
<p>To be responsible for the application of good Health and Safety principles within the Regional Office. Ensuring up to date and accurate risk and fire assessments are available and are known to all staff, contractors and visitors to the premises.</p>	<ul style="list-style-type: none"> • Office Risk Assessment to be kept updated and displayed on office notice boards • All new staff to receive office induction within first week and quarterly office meeting to review H&S procedures 	<p>Leadership Customer focus Business Acumen</p>
<p>To support the effective and efficient management of designated office related budgets, maximising income and minimising wasteful expenditure across all activities.</p>	<ul style="list-style-type: none"> • Office expenditure to operate within budget 	<p>Business Acumen Improvement and Innovation</p>

Mandatory responsibilities of role

To undertake any other duties commensurate with the purpose and remit of the post.

Responsibility areas	Performance Indicators	Key Competencies
To ensure that you manage and develop your own performance	<ul style="list-style-type: none"> • Evidenced attendance at personal training and collaborative events • All mandatory training is completed • Performance and Development Review completed to standard. 	Leadership Improvement and Innovation
To follow the Stroke Association's policies and procedure.	<ul style="list-style-type: none"> • Familiar with competency framework including values, mission and vision. • Accessed and read the Staff Handbook and any relevant policies and procedures to your role. • Willing to travel during the course of your duties with possible overnight stays away from home. 	Change Readiness Business Acumen
To contribute to any project work as required.	<ul style="list-style-type: none"> • Deadlines are met and quality of work is met. • Encourages people to support the Stroke Association. 	Change readiness Improvement and Innovation Communication and Collaboration

	<ul style="list-style-type: none">• Participates in fundraising for the Stroke Association.	
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Person specification

Education	Essential / Desirable
Good level of education with suitable literacy and numeracy qualifications	Essential
Willingness to undertake training and continuing professional development	Essential
Experience	
Experience of using industry standard IT systems (e.g. Microsoft Office, Email, Internet, etc) at a high standard	Essential
Experience as a PA/Secretary in a busy office setting	Essential
Experience of managing diaries of others	Essential
Experience of managing or supporting office facilities functions	Essential
Experience of handling financial processes accurately	Essential
Experience of communicating confidently, clearly, concisely when presenting ideas and drafting letters and documents verbally and in writing	Essential
Experience of supervising and supporting staff	Desirable
Experience of monitoring standards of performance	Desirable
Experience of working with budgets and contracts	Essential
Skills and abilities	
Competence in the use of clients' database, ability of interrogating and manipulating data, as well organising and illustrating them with proficient use of Excel.	Essential
An understanding of health and safety issues in the workplace	Essential

Ability to lead and motivate and admin team to achieve results	Essential
Ability to quickly and easily assimilate and understand a wide range of complex information, presented in a range of formats	Essential
A friendly, confident, proactive professional manner	Essential
Ability to work under pressure and meet tight deadlines, where necessary	Essential
Excellent attention to detail	Essential
Ability to manage workload and other people's time effectively and productively	Essential
Ability to work with minimum supervision, showing personal initiative	Essential
Ability to work collaboratively as a team with local colleagues & the Association as a whole	Essential
Ability to create written reports and management papers	Desirable
Other requirements	
Ability to demonstrate an understanding and commitment to our corporate values	Essential
To develop a clear understanding of and commitment to the vision and mission of the Association	Essential
To be committed to the principles of equal opportunities and diversity	Essential
Awareness of stroke & disability related issues	Desirable
Flexibility to work some additional hours and/or change work pattern, if necessary	Essential
Prepared to act as a key holder	Essential
To be willing to travel during the course of your duties with possible overnight stays away from home	Essential

Car owner/driver willing to travel across the region and country as required Essential	Desirable
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This information will be used as part of the shortlisting process.