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**Candidate Information Pack**

**Office Manager**

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**Please find enclosed:**

**1. Job Details incl. salary, hours and benefits**

**2. About us**

**3. About the role and about you**

**4. Job Description and Person Specification**

**5. Terms and Conditions**

**6. Recruitment process**

**7. Reference request**

**8. Equalities Monitoring form**

**Job Details - Office Manager**

**Hours:** This role is full time (35 hours per week). There is a requirement to attend some

evening meetings.

**Holiday:** 25 days, plus 3 days paid leave over Christmas

**Salary:** £33,364-£37,699 depending on experience

**Pension:** Employee contribution of 5% of salary and Cripplegate Foundation contribution of 3% during probation, increasing to 10% after probation.

**Location:** Cripplegate Foundation, 13 Elliott’s Place, Islington N1 8HX

**Reporting to:** Director of Finance and Resources

**Working with:** Working within the Resources Team but supporting the Chief Executive, the Development & Communications and Programme Team.

**Closing Date for Applications:** Thursday 24th April 2025

**Interviews:** Thursday 1st May 2025

**Start Date:** earlyJune 2025

**About us**

Cripplegate Foundation is a highly successful, independent London grant giving charity. We make about £1.8m a year in grants to organisations and local residents. We work in Islington and the Cripplegate ward of the City of London to address poverty and inequality. Our vision is of a society where everyone has the opportunity to live a rewarding life, free from poverty and inequality. We work to bring about change that will transform the lives of our most disadvantaged residents. We aim to maximise all our assets for our residents – our endowment and investments, our knowledge, people and networks, our grant making programmes, and our partnerships.

We do this by:

- Giving grants and support to organisations working in Islington to benefit residents

- Developing and working in effective partnerships with local and national organisations to identify need, and bringing more resources into our area of benefit

- Promoting and championing effective ways to tackle disadvantage

In 2010, Cripplegate Foundation brought together local and national organisations to establish Islington Giving. Cripplegate Foundation chairs the board of Islington Giving, which has raised over £11 million since 2010. We manage and finance all the operational work underpinning Islington Giving, meaning 100% of donations to Islington Giving are awarded as grants to benefit local residents.

Cripplegate Foundation and Islington Giving have a small, passionate, and talented staff team. Cripplegate Foundation is overseen by 16 Governors (equivalent to trustees) who make a huge

contribution to our success, and Islington Giving has its own board which includes representatives from leading coalition partners. Find out more about our work at www.cripplegate.org and at www.islingtongiving.org.uk.

**Why Islington?**

Islington is full of opportunity, but can also be a tough place to live, with complex challenges.

- Islington ranks fourth nationally on income deprivation indicators for older people.

- 43% of children in Islington live in poverty. This is the third highest in London.

- 53% (7,500) of primary school age children, and 70% (5,300) of secondary school age

children, are eligible for the Pupil Premium.

- Levels of depression and serious mental ill-health are the highest in London.

- Incidences of domestic violence are rising and disproportionately affect women aged 18–44.

**About the role**

The Office Manager role is crucial to our very busy and friendly office of 14 people and is incredibly varied and interesting. The role requires someone to be friendly, flexible and adaptable, with strong communication skills, a hands-on attitude and the willingness and initiative to work with the whole team doing a variety of different tasks to achieve a common goal. You will be highly organised and be prepared to take on information in many forms and quickly translate this into action. You will be comfortable working with deadlines and priorities, managing your own workload and the expectations of others. It is an incredibly rewarding role for someone who has the passion and commitment to help the Foundation address inequalities and to tackle poverty and inequality at a local level. No two days will be the same.

* You will need excellent communication skills, as you will often be the first point of contact for all enquiries, including grant applicants donors, and room bookings.
* You will support the fundraising and programmes team with running events and resident panels.
* You will be responsible for ensuring that the building is safe, well maintained and accessible to all staff, tenants and visitors, including sourcing and managing contractors.
* You will support the finance and fundraising teams with data entry and reporting, purchasing and reconciliations.
* You will also have the opportunity to delve into special initiatives, such as supporting our strategic objectives around Diversity, Equity and Inclusion (DEI), the use of AI and environmental action.

The successful candidate will have the opportunity to learn about the voluntary sector, particularly learning about trusts and foundations and grant making, as well as developing skills in a variety of admin functions, such as databases, finance, premises and health and safety.

You will also have the opportunity to meet the organisations we fund and work with as well as actively contribute towards our pledge of meeting the ACF’s Funder Commitment on Climate Change and our DEI Strategic workplan (available on request). This will allow you to develop your skills at the Foundation, ranging from project planning, communication, finance, and customer service. You will also have an opportunity to work with our Fundraising and Communications team to help engage a range of supporters. Training will be provided for all your duties.

The role is ideal for someone either with existing office management experience or someone with administrative experience who is keen and ready to step up in their career, to take on more responsibility and join a small, friendly and dynamic team based in Islington. If you are looking to develop your career in office administration whilst working for a community-based charity, can work on your own initiative and show that you’re a team-player, while delivering high quality admin support, then this could be the next role for you.

We are keen to receive applications from individuals with different levels of experience. There are lots of opportunities to test, learn and innovate at Cripplegate Foundation and Islington Giving.

**Job Description and Person Specification**

**Key duties:** The Office Manager supports the day to day running of all the Foundation’s Grants programmes, special initiatives and events. With support and training (where required) you will be responsible for the following duties.

**Reception**

1. Welcome and support visitors and clients in a polite, confident, and professional manner at all times.

2. Implement start and end of day procedures e.g.: checking building security, opening/closing blinds, turning off appliances etc.

3. Open and sort all post and deliveries including dispatching all outgoing post and packages.

4. Be a key holder and be responsible for opening and locking the office, when you are the first or last person to enter/leave the office.

**Administration**

1. Deal with initial telephone enquiries and signpost enquirers to the correct member of staff.

2. Order stationery and supplies for the office.

3. Book training courses, events, and travel for staff and Governors.

4. Assist with the payment of suppliers by authorising payments under your area of responsibility and reconciling credit card transactions.

5. Provide general administrative support to the Resources, Programme and Communications teams including attending meetings, minute-taking, organising and coordinating events, photocopying, scanning, and sharing electronic files.

6. Preparing and distributing agendas and papers electronically for staff, Board and Committee meetings.

7. Ensure that all records are retained, secured and destroyed in accordance with applicable GDPR and Data Protection laws.

8. Help maintain the Foundation’s databases including entering donor and donation information on to the fundraising database (Salesforce).

9. Provide assistance in the production of various research, reports and publicity.

**Meetings and Events**

1. Lead on the arrangement and organisation of events and meetings both online (using Zoom or MS Teams) and in person. This will include booking venues, organising catering/refreshments and ensuring resources are set up and available for use by participants. You may be required to attend certain events, out of hours, to facilitate the smooth running of these events.

2. Manage the Foundations’ events and meetings calendar to check availability of meeting spaces and to ensure these can be planned for in good time.

3. Manage bookings for our meeting rooms and keep the booking tracking system up-to-date as well as managing members’ attendance at face-to-face and virtual meetings.

**Office Management**

1. Maintain up to date staff and governor lists and telephone directories including emergency contact and medical details.

2. Be the main point of contact with the organisation’s external IT support provider, trouble-shooting staff IT problems and administering licenses where you are able to do so.

3. Liaise with suppliers to ensure that building maintenance is undertaken, including calling out engineers or contractors when problems or maintenance issues arise and ensuring all works are properly carried out and checked.

4. Liaise with those hiring or letting the Foundations’ offices and premises to ensure they have adequate access to key information e.g., health and safety, meeting room availability etc.

5. Manage a visitors’ register, logging visits and recording key information and ensuring they follow policies and procedures.

6. Act as the Foundation’s designated Health and Safety Officer including being the main fire warden and updating staff on changes to Health and Safety policies and procedures (training will be provided for this).

7.Maintain the Foundation’s building maintenance register and organise and diarise regular maintenance visits to ensure compliance with Health and Safety policies and legislation.

**Governance, Finance and IT**

1. Take minutes at all Board and Committee meetings. This may require occasional working out of hours (although this can be done remotely, on some occasions).

2. Maintain and develop key Excel-based recording systems for routine administrative tasks such as monitoring postal donations, tracking grant making spend, logging building maintenance or IT issues etc.

3. Maintain the Foundation’s policies and contracts register, including reminding key staff of upcoming renewal dates.

4. Seek best value in all our contracts, supplies and services, including obtaining quotes for service contracts when they are due to expire and ensure appropriate authorisation of expenditure in accordance with budgets and authorities.

5. Maintain and organise the Foundation’s electronic and manual filing systems including Microsoft SharePoint file structure and ensuring that staff have appropriate user access.

All staff are expected to undertake any other duties as reasonably requested by the Foundation.

**Person specification**

**Essential**

* Experience of working in a front of house role in an office environment, preferably within a senior administration or Office Manager role.
* Good IT skills with experience of working with Outlook, Word, Excel, and other Microsoft Office applications and databases
* Good written and spoken English
* Experience managing a varied workload and a range of deadlines and multiple Outlook diaries
* Experience of working as part of a team and taking initiative to help achieve team goals and make decisions

**Desirable**

* Experience in scheduling and supporting meetings, including Board meetings
* Experience of Health and Safety compliance/monitoring
* Ability to support other staff in the use of IT systems
* Experience of data entry and working with multi-field database systems
* PA or experience of taking minutes at meetings

**Personal qualities and approach**

* Self-motivated and able to work independently with good time management skills
* A confident communicator with great interpersonal skills
* Willingness to learn new skills in a range of administrative disciplines, including finance
* Able to plan and prioritise work and juggle multiple priorities
* Able to work calmly and productively in a busy environment whilst ensuring quality outcomes
* Able to compose written correspondence and write reports to a high standard
* Commitment to workplace diversity and equal opportunities
* Commitment to the values and mission of Cripplegate Foundation and Islington Giving –
* making a better life for everyone within the borough.
* Living in or relatively near to Islington and/or an interest in inner-London boroughs.

**We value diversity, equality, and inclusivity. Applications are especially welcomed from underrepresented backgrounds, including but not limited to gender, race, age, sexual orientation, disability, and religion. Please let us know if you require any further support with this application, or the role.**

**Terms and Conditions**

The appointment is subject to a six-month period of probation, during which performance will be regularly reviewed. The hours worked are fixed between the hours of 9am and 5pm. The role is a front of house role so is expected to be in person, at the main office, for 5 days a week.

Exceptions can be made in certain circumstances, with sufficient notice and forward planning, but this is likely to be infrequent. On completion of the probationary period, notice will be one month on either side.

Relevant training will be provided during induction as well as opportunities to develop your career through experience of different aspects of the Foundation’s work and working with colleagues on new initiatives.

**Timetable**

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| 9.00am Thursday 24th April 2025 | Deadline for applications |
| Thursday 1st May 2025 | First Interview  (1 hour Q&A format) with Director of Finance and Finance Officer  30 minute Practical test.  15-minute chat with two colleagues from different departments |
| Thursday 8th May 2025 | Follow up interview with the Chief Executive of Cripplegate Foundation & Islington Giving, Sarah Benioff |
| Friday 9th May 2025 | Decision made & successful candidate notified |

**If you would like to apply for this role, please submit an up-to-date CV and a short covering letter of no more than 1 page of A4 outlining your suitability for this role and answering the following question:**

***What do you think are the three most important qualities a successful Office Manager needs in order to be a success in this role and why?***

**Please send these two documents as well as the Equalities Monitoring and References form, by 9am Thursday 24nd April 2025 to recruitment@cripplegate.org.uk.**

**If you would like an informal chat about the role before applying, please contact Jenny Couper, Director of Finance and Resources, on jenny.couper@cripplegate.org.uk or 07968 278315.**