

# LISTENING BOOKS

---

---

## Job Description and Person Specification

<b>Job Title:</b>	<b>Office Manager</b>
<b>Reporting to:</b>	<b>Development and Operations Manager</b>
<b>Working Hours:</b>	This is a part time position at 21 hours per week. Our normal office hours are 9am to 5pm Monday to Friday, but the post holder may from time to time need to undertake some aspects of the post outside the normal office hours for which time off in lieu will be given.
<b>Job purpose:</b>	To support Listening Books' office and admin operations.
<b>Salary:</b>	£14,400 per year (£24,000 pro rata)
<b>Benefits:</b>	Listening Books runs a matched contributions pension scheme up to a maximum of 8% of an employee's (gross) salary. We also offer an interest free travel loan for eligible employees and paid sight tests. You will receive 20 days paid holiday (pro rata) each year, in addition to bank holidays, and this will rise on length of service.

### Main Duties

1. To support the implementation of the health and fire safety, organisational risk, data protection, environmental and human resources policies on a day-to-day basis.
2. Ensure the office environment is kept secure, safe and well-organised.
3. To act as both Fire Marshal and First Aider.
4. Coordinate contracts for building services and office equipment, ensuring value for money.
5. Arrange and oversee building maintenance and improvement works.
6. Arrange subletting of office space and manage the relationship on a day-to-day basis.
7. Order stationery and other items as required.
8. Book travel and arrange couriers.
9. Troubleshooting IT issues and liaising with external IT support where required.
10. Support the team with a range of admin tasks, including incoming and outgoing post, answering the telephone and monitoring the main email inbox.
11. To undertake such other duties and responsibilities as may be reasonably required in a small charity where flexibility is essential.
12. To work in a way that ensures the security and confidentiality of all personal data processed by Listening Books.

## **Person Specification**

### **Essential**

1. Excellent organisational skills with the ability to effectively and proactively prioritise own workload to meet deadlines.
2. Excellent interpersonal and communication skills (both written and verbal) when dealing with a wide range of people.
3. Experience of implementing health and fire safety measures and knowledge of key legislation.
4. Experience of managing facilities in an office setting.
5. Experience of procuring contracts for office equipment and services, negotiating excellent value for money.
6. Good working knowledge of Microsoft applications including Excel, Word and Outlook.
7. Excellent attention to detail and accuracy.
8. A willingness to occasionally work outside of office hours when required.
9. A strong commitment to Listening Books' mission and a desire to help it achieve its aims and ideals.

### **Desirable**

1. Experience of working or volunteering in the charity or disability sector.
2. Skills, knowledge and experience in any of the following areas will be an advantage: human resources; IT support; data protection (GDPR); commercial lettings.
3. Fire marshal and/or first aid qualifications.

### **To Apply:**

Please email your CV and cover letter (which **must** detail how your skills and experience meet the person specification and why you are interested in the position) to Robert Marchant at [rmarchant@listening-books.org.uk](mailto:rmarchant@listening-books.org.uk) or by post to 12 Lant Street, London SE1 1QH.

We are assessing applications on a rolling basis and reserve the right to recruit earlier than the closing date, so please submit your application as soon as possible. Only candidates shortlisted for interview will be notified.

All appointments are subject to two satisfactory references, including a previous employer, evidence of the right to work in the UK and a basic DBS check.

### **Diversity Policy**

It is the charity's intention that all (part-time and full-time, as well as temporary, permanent and fixed term staff) employees (and job applicants) should have an equal chance of advancement, access to opportunity, and the training necessary to that end. All employees will be recruited, promoted, transferred and trained on the basis of ability, job requirement and fitness for the job, as defined in the person specification and job description. All reasonable facilities will be provided for employees with disabilities to pursue their careers without difficulty or disadvantage. Listening Books will meet its obligations under disability discrimination legislation. You must be willing to show commitment to the charity's diversity policy.

**Privacy notice:** Details of unsuccessful applications will be held on record under the lawful basis of Listening Books' legitimate business interests for a period of 6 months before being securely destroyed.