

Glasgow Centre for Inclusive Living

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Job Description:	Human Resources & Office Manager
Location:	Offices of GCIL, 117-127 Brook Street, Bridgeton, Glasgow G40 3AP.
Hours:	17.5 hours per week.
Accountable to:	GCIL Board of Directors.
Reporting to:	Chief Executive
Responsible for:	HR & Office Administrator, Caretaker/PA, Receptionist, cleaning staff.
Grade:	SJC AP5 (spinal points 31 – 34) (pay review pending)

OVERALL OBJECTIVE

To ensure the smooth and efficient running of GCIL's offices.

MAIN TASKS AND DUTIES

1. To be responsible for the administration activities of GCIL.
2. To organise and be responsible for the functioning of GCIL's offices.
3. To be responsible for administering GCIL's personnel and health and safety procedures.
4. To be responsible for administering and marketing GCIL's conference facilities.

1 To be responsible for the administration activities of GCIL.

- 1.1 To ensure that the day-to-day administration of GCIL is carried out efficiently and effectively and in line with GCIL's policies, procedures and quality standards, including: handling of incoming and outgoing mail, faxes and deliveries; answering telephones and taking messages; receiving visitors; maintaining office diaries etc.
- 1.2 In liaison with the Chief Executive, to be responsible for organising meetings of the Board of Directors, Committees, the Annual General Meeting, and other meetings in accordance with GCIL's Memorandum and Articles of Association.
- 1.3 To ensure that minutes of GCIL's meetings are recorded, distributed and filed appropriately.
- 1.4 To ensure the accurate maintenance and updating of GCIL's membership records.
- 1.5 In liaison with the Chief Executive and relevant staff, to ensure that GCIL's policies and operational procedures are regularly reviewed, updated, documented, filed and distributed appropriately.

2 To organise and be responsible for, the functioning of GCIL's offices.

- 2.1 To ensure that adequate stocks of office stationary, computer and other relevant supplies are maintained.
- 2.2 To be responsible for the purchase and maintenance of furniture and other equipment as required.
- 2.3 To ensure that office equipment is maintained and that GCIL's offices are repaired and refurbished as required.
- 2.4 To be responsible for ensuring adequate insurance cover for staff, buildings, contents and services where appropriate.
- 2.5 To implement procedures for promoting office security in conjunction with the Chief Executive.

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3 To be responsible for administering GCIL's personnel, health and safety and equal opportunities procedures.

- 3.1 To maintain GCIL's HR records including sickness, annual leave, flexitime and other records as required.
- 3.2 In liaison with the Chief Executive and other relevant staff, to be responsible for administering staff recruitment in accordance with GCIL's policies and procedures.
- 3.3 To arrange Disclosure checks for staff as required.
- 3.4 To be responsible for issuing contracts of employment.
- 3.5 In liaison with relevant staff, to be responsible for preparing and monitoring induction programmes for new staff.
- 3.6 In liaison with the Chief Executive, to be responsible for collating staff training and development needs, preparing an annual staff training plan, and co-ordinating the implementation of appropriate training courses or opportunities.
- 3.7 To be responsible for administering GCIL's disciplinary and grievance procedures.
- 3.8 To maintain appropriate records regarding GCIL's volunteers.
- 3.9 To act as GCIL's Health and Safety Manager. To be responsible for overseeing, implementing and monitoring GCIL's health and safety policy and procedures including: carrying out workplace inspections; carrying out risk assessments; recording and reporting accidents; ensuring equipment is maintained and safe to use; maintaining appropriate documentation; and promoting a workplace culture that is positive to good health and safety practice.
- 3.10 In liaison with the Chief Executive and other staff, to be responsible for monitoring the implementation of GCIL's equal opportunities policy and procedures and to report on same to the Chief Executive and relevant committees.

4 To be responsible for administering and marketing GCIL's conference facilities.

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- 4.1 To be responsible for maintaining an efficient booking system for GCIL's conference facilities.
- 4.2 To maintain records regarding the use of GCIL's conference facilities and to report on same to the Chief Executive and relevant committees.
- 4.3 To be responsible for developing and marketing the conference facilities, ensuring that they provide a high quality service and operate efficiently and profitably, where possible.

5 General

- 5.1 To be directed, as necessary, by the Chief Executive in relation to tasks, workloads and priorities.
- 5.2 To report to the Chief Executive, the Board of Directors and/or relevant sub-committees as required regarding the administration of GCIL.
- 5.3 To be responsible for supervising Administrators, the Caretaker/PA and Receptionist in relation to tasks, workloads and priorities.
- 5.4 To provide supervision and conduct regular Performance Reviews with the HR & Office Administrator, Caretaker/PA, and Receptionist and to provide or arrange training as required.
- 5.5 To undertake key holder duties as required.
- 5.6 In liaison with other staff, to be responsible for preparing, producing and distributing GCIL's Annual Report.
- 5.7 To ensure that services are provided in accordance with GCIL's Confidentiality, Equal Opportunities, Health and Safety, Quality Assurance, and User Involvement Policies (and any other relevant policies as required).
- 5.8 To undertake such other duties as may be required by the Chief Executive or GCIL's Board of Directors and that are consistent with the overall aims of the post.

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The post may include attending some meetings during unsocial hours as agreed in consultation with the Chief Executive.

GCIL's staff are expected to work on their own initiative and to be able to plan and prioritise their own work.

GCIL's staff operate as a team and, from time to time, at the discretion of the Board of Directors through the Chief Executive, it may be necessary for staff to assist each other in their roles. A collective approach to work is, therefore, essential although members of staff have their own specific areas of responsibility.

Person specification – Human Resources & Office Manager

Motivation & Outlook	Essential	Desirable
1. A commitment to developing and delivering human resources and office administration services to the highest professional standards.	✓	
2. Self-motivation and ability to manage workload on own initiative to achieve priorities and objectives to strict deadlines.	✓	
3. A flexible attitude to roles and a commitment to working jointly as part of a team towards agreed objectives.	✓	
4. A commitment to the equality and empowerment of disabled people.	✓	

Skills and Experience	Essential	Desirable
5. Proven experience of successfully managing the administration of a busy office.	✓	
6. Proven experience of successfully administering human resources functions including: staff recruitment, managing absence, grievance and disciplinary procedures,	✓	
7. Knowledge and experience of overseeing, implementing and monitoring health and safety policies and procedures.	✓	
8. Good communication and interpersonal skills.	✓	
9. Proven experience of organising and servicing committee meetings/AGMs and preparing	✓	

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accurate, concise Minutes to a high professional standard.		
10. Basic ICT skills including word processing.	✓	
11. Experience of developing and implementing a variety of organisational policies and procedures.	✓	
12. Experience of managing and supervising staff.		✓
13. Experience of managing and administering meeting or conference facilities.		✓
14. Experience of preparing and co-ordinating the production of publicity leaflets and/or annual reports.		✓
15. Experience of human resources and office administration within a voluntary sector organisation.		✓

Personal Qualities	Essential	Desirable
16. Ability to cope with a varied and complex workload, and work to tight deadlines.	✓	
17. Ability to work under own initiative for much of the time but to seek and make positive use of support and supervision when required.	✓	

Qualifications	Essential	Desirable
18. Relevant human resources qualification eg CIPD, ISM.		✓