



## **Job Description**

**POST: Business Resources Manager**

**LINE MANAGER: Chief Executive Officer**

**ROLE:** To be responsible for the business/operational processes and facilities that support the smooth and efficient running of Lewes District Citizens Advice; helping to ensure that the organisation operates efficiently, at all times, and fulfils its aims.

### **Facilities and Premises Management**

- Ensure that Lewes District Citizens Advice's premises are fit for purpose, safe and well maintained

### **Health & Safety**

- Lead on Health & Safety ensuring that appropriate risk assessments, Health & Safety procedures, organising team H&S training fire risk assessments and actions plans are in place according to statutory requirements.
- Arrange regular testing for electrical equipment and maintain in working condition by arranging for repairs (PAT- every two years) Also required for home users when using LDCA equipment.
- Liaise with Sussex Police and Lewes District Council and Peacehaven Town Council on Health & Safety matters for the Seaford & Lewes offices and Peacehaven venue. Also, wider providers for any current outreach.
- Air con and emergency lighting, tested once per year
- Weekly fire alarm testing
- Fire extinguisher training completed by key staff and fire doors checked annually.

### **Information Technology/Telecoms**

- Manage printers, scanners and other such items normally found in an office situation.
- Support the IT Trustee and work with SCIP (IT support provider) with managing the IT and telecommunications (in conjunction with IT/Telecoms service providers) including where appropriate the purchase and installation of computers, telecoms equipment/software
- Working with our IT trustee to maintain a log of IT equipment and its allocation
- Ensure outreach staff have mobile phones for lone working
- Manage e-waste across sites

### **Administration Management**

- Source and maintain the list of suppliers of services, ensuring compliance with relevant internal procurement and finance policies
- Ensure that annual insurance policies meet the organisation's needs and that policies are displayed and stored in line with legal and retention guidelines
- Ensure that orders for equipment, stationery and other supplies are managed efficiently and effectively liaising as appropriate with staff, volunteers, Treasurer and

bookkeeper.

- Liaise with utility suppliers to ensure invoices are correct and good value
- Manage the cleaner contractor and ensure good value for money
- Support the ASM to maintain a register of DBS checks for staff and volunteers and regularly update according to Citizens Advice policy.
- Reference book orders & resource subscriptions, manage and log distribution.
- Oversee post e.g. forwarding between offices, stamp purchase, paper-filing system, shredding of documents, posters, signage and supply of leaflets for clients.
- Maintain a list of parking permit holders and renew when required (August)
- Maintain a list of key holders
- Liaise and support with Training Manager to ensure compliance with GDPR, SMCR and Safeguarding and annual training on Skillbook for all staff, volunteers and trustees
- Manage secure storage/shredding/archiving on information including confidential waste in line with data protection and data retention laws.
- Carry out annual inventory of all office equipment across all sites
- Maintain the staff and volunteer handbooks and ensure these are kept up to date with the latest policies and procedures
- Maintain the office manual, ensuring this is kept up to date with relevant information, policies and procedures

#### **Cabinet (Subcommittee)**

- Prepare agenda in liaison with the CEO and set up meetings for Cabinet
- Prepare and maintain action log of all decisions made at each Cabinet meeting
- Record and transcribe Cabinet meeting minutes
- Prepare and update the risk register as appropriate following updates at each Cabinet meeting.
- Making arrangements for the board meetings and AGM in liaison with CEO/Chair
- Support Cabinet and the Board to manage relevant Lewes District Citizens Advice's procedures and policies; ensuring compliance with National Citizens Advice to meet legal and membership requirements

#### **Trustee Board**

- Set up meetings for Trustee Board and Councillor Briefing meetings with reference to annual calendar agreed by Trustees
- Circulate Briefing meeting papers to Councillors in the agreed manner
- Record and transcribe Trustee Board meeting minutes
- Update Statutory Book with Trustee Board decisions
- Participate in the organisational activities and contribute to the work of the Cabinet and Trustee Board and any other working groups as appropriate.

#### **Staff/Volunteer Management**

- Support ASM with onsite induction and leaving processes as appropriate.
- Encourage good teamwork and lines of communication within the support team and advice team.

#### **Financial Management**

- Support the Treasurer and Bookkeeper in the management of invoices and day-to-day financial matters e.g. placing orders for equipment, stationery, office

cleaning supplies etc.

- Sharing and scanning business card statements, invoices, bank statements and financial information with the bookkeeper and Treasurer
- Manage petty cash with the bookkeeper across all sites

#### **Other duties and responsibilities**

- Carry out other tasks that may be within the scope of the role to ensure the effective delivery and development of the service.
- Help create a positive working environment, in which equality, diversity and dignity at work is upheld to ensure that all staff and volunteers can carry out their role effectively and efficiently.
- Identify and implement own learning and development needs to effectively carry out the role.
- Promote the aims and policies of the Citizens Advice service.
- Abide by the policies and procedures of Lewes District Citizens Advice
- Supporting with organising social events and activities for the team

#### **Person specification**

##### **Essential Criteria**

- Excellent knowledge and experience of managing the central service functions of an organisation, including IT/Telecoms, suppliers and policies and procedures
- Experience of effectively managing a team
- Good understanding of Health & Safety legislation and proven ability to lead in this area
- Good understanding of Data Protection legislation and proven ability to lead in this area
- Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
- Ability to contribute to a team, including the ability to prioritise own work and take decisions on the day-to-day running of a busy service area
- Good working knowledge of Microsoft Office/Office 365
- Ability to successfully plan and manage projects relevant to the role
- Ability to communicate effectively verbally and in writing with attention to detail.
- Numerate with some experience of interpreting data.
- Commitment to continuing professional development
- Flexible and enthusiastic approach to the work environment
- Ability to write clearly and accurately, communicate effectively face to face
- Ability to maintain accurate records using Word and Excel.

##### **Desirable Criteria**

- Management qualification
- Managing Health & Safety Qualification
- Previous experience of working within a voluntary organisation
- Experience of managing and working with volunteers
- Ability to manage a budget and contribute to decisions on the allocation of resources

In accordance with Citizens Advice national policy, we will may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.