



SiMBA is a registered Scottish charity that exists to support families who have suffered the loss of a baby during pregnancy or close to birth. SiMBA gives families space and time to honour their precious babies by preserving their memory through donating memory boxes, refurbishing family rooms in hospitals, installing memorial 'Trees of Tranquillity' and holding memorial events such as butterfly releases. SiMBA also aims to enhance support available to bereaved parents through support groups and midwife training

JOB DESCRIPTION	
<p>Job Title: OFFICE MANAGER</p> <p>Location: SiMBA, McSense Business Park, Mayfield, Midlothian</p> <p>Hours: Full-time, 37.5 hours per week – 9.00am - 5.00pm (flexibility considered)</p>	<p>Accountable to: CHIEF EXECUTIVE</p> <p>Scope: Line management responsibility for 4 staff members</p> <p>Term: Permanent</p> <p>Remuneration: Competitive salary, generous annual leave entitlement</p>
JOB PURPOSE	
<p>The Office Manager will be a key member of a small team, responsible for ensuring the smooth and efficient day-to-day operation of office activities. This will involve reviewing, developing and implementing effective policies, procedures and systems compliant with all relevant legislation. The Office Manager will manage day-to-day bookkeeping, payroll, budgeting and data management processes and so on, whilst supporting the entire team with organising fundraising, project and memory-making activities. The Office Manager will also be expected to manage 4 staff within the office, effectively undertaking all people processes and supporting and motivating all team members. This is a new role, required to support SiMBA grow its services, improve efficiency and achieve its strategic objectives</p>	
KEY ACTIVITIES	
<ul style="list-style-type: none"> ➤ Manage day-to-day office activities and ensure that the office operates efficiently and effectively ➤ Review, develop and maintain all office processes, procedures and systems and suggest and implement improvements to enhance the efficient running of the charity ➤ Act as line manager to all staff except Chief Executive, and help establish and improve people processes, whilst motivating and supporting the team ➤ Greet visitors to the office and deal with telephone/email/face-to-face enquiries in a sensitive and professional manner ➤ Maintain and manage the office diary i.e. annual leave, events, board meetings, Chief Executive diary commitments etc. ➤ Ensure all data processing is fully compliant with GDPR obligations – review current practice, enhance procedures, etc. ➤ Ensure all requisite health and safety procedures are in place and take the lead in ensuring Health and Safety compliance ➤ Maintain all personnel records and manage payroll processes ➤ Manage input and integrity of all data maintained on existing databases (such as eTapestry) and establish improved ways of maintaining accurate records and compiling management information ➤ Take responsibility for all financial administration – coding and payment of 	

- invoices, credit card statements and expenses on the accounting system, monitoring cashflow, banking duties, budgeting and preparation of financial accounts (with appropriate support where required)
- Run donation reports (Virgin Giving), report on fundraising income, prepare financial and charity information for Trustees, AGM, Companies House etc.
 - Attend Trustee Board meetings, take and circulate minutes, prepare board reports, maintain actions log, monitor progress and chase actions, issuing reminders and support as appropriate
 - Support Service and Volunteer Coordinator in managing memory box stock
 - Volunteer management – support Administrator in maintaining volunteer records, manage volunteers in office (welcome Health & Safety briefings, training and support etc.) and set up all volunteer procedures (i.e. contracts, disclosure agreements, GDPR compliant policies etc.)
 - Responsible for maintaining and enhancing charity website with a view to increasing traffic and managing social media channels – coordinating and issuing twitter, Facebook posts etc.
 - Responsible for supporting Chief Executive with building media relationships, identifying promotional opportunities, drafting press releases, design and authorisation of marketing materials etc.
 - Take responsibility for the charity’s current and future IT needs and all equipment and furniture within the office
 - Work effectively as part of the team, supporting others and projects as much as possible

WORKING ENVIRONMENT

SiMBA is a small but growing charity with a strong team ethos where all team members pull together in the interests of fulfilling the charity’s objectives. The post holder must be flexible and willing to get involved with other activities as appropriate to meet the changing needs of the organisation. Given the sensitive nature of SiMBA’s work, it is essential that discretion is exercised and confidentiality is maintained, with a mature, personal and empathetic approach applied to all areas of work. The role will be office-based. The post holder will be asked to attend weekend/evening board meetings up to six times per year, for which time off in lieu would always be given

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

<i>Essential</i>	<i>Desirable</i>
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, PowerPoint, Outlook and other IT applications • Experience of handling financial processes accurately • Knowledge of Health and Safety and Data Protection legislation • Excellent verbal and written communication skills • Ability to multitask, excellent organisational and time management and problem solving skills • Able to identify necessary policies and procedures and implement these effectively • Reliability and discretion • Willing to pull together and ‘muck in’ as part of a team • Able to demonstrate empathy with 	<ul style="list-style-type: none"> • Working knowledge of eTapestry or similar database and financial systems • Knowledge of the charity sector

<p>and sensitivity when interacting with those who have suffered the loss of a baby and to communicate appropriately</p> <ul style="list-style-type: none"> • Able to manage a diverse and demanding workload in a busy environment • Aptitude and desire to work collaboratively while leading and managing team appropriately to achieve results 	
<p>Qualifications</p> <ul style="list-style-type: none"> • Good level of education with suitable literacy and numeracy qualifications • Valid driving licence 	<ul style="list-style-type: none"> • Relevant qualification in administrative skills and/or people management i.e. HNC/HND in Business Administration
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an Office Manager role with previous line management experience • Proven track record of creating, developing and managing office administrative processes and systems 	<ul style="list-style-type: none"> • Experience of working within the charity sector • Experience in a similar role with a demonstrable track record of establishing processes and procedures and taking responsibility for the running of the office environment • Previous experience of attending board meetings and taking accurate minutes etc.

This job description does not form part of the contract of employment and highlights the main responsibilities that the post involves. Inevitably, the exact nature of the duties undertaken by the post holder may change over time and the job holder will be expected to carry out any work that may reasonably be required of them.