JOB DESCRIPTION

Office Manager 0325

Job title: Office Manager Part-time

Responsible to Chair of Trustees

Accountable to: Chair of Trustees

JOB PURPOSE

Overall responsibility for the office administration of Camberley Care's Voluntary Car Service and Handyperson Service. Managing the Office Administrator and Duty Officers to ensure the smooth operation of the Camberley Care Office. Meeting clients' transportation needs with Volunteers for Driving and home maintenance with the Handyperson Service.

Reporting to the Chair of Trustees, guaranteeing all aspects of service provision for requests from elderly and vulnerable residents within the catchment area of Camberley and Frimley

MAIN DUTIES AND RESPONSIBILITIES

Continuous monitoring of needs and requirements of Clients and Drivers to ensure optimum use of volunteers' time and client satisfaction. Be readily available to volunteers to resolve any problems that may arise.

Working closely with Duty Officers, listening, and giving ongoing practical support and encouragement.

Safety and security of all Volunteers and Staff in the office, ensuring compliance with statutory legal requirements.

Liaising with other voluntary organisations in the Community.

Participating in relevant meetings to raise the profile of Camberley Care.

Attendance and participation in the bi-monthly Trustee Meetings.

Responsible for computerised records for the Car and Handyperson services, ensuring records are accurate and updated.

Providing agreed regular statistics and ad hoc information as requested.

Responsible for office financial management - Ensuring all cash and donations received, including card payments, are handled securely.

Continuing review and proposals for improvements to current documentation and processes.

Handyperson Service

Together with administrators, deal with enquiries and job requests for the Handyperson Service, relaying jobs to the relevant Handyperson as required.

Manage administrative matters in connection with the Handyperson Service to include:

- Taking requests from clients over the phone
- Process job sheets electronically,
- Liaise with Handypersons regarding any issues that may arise
- Dealing with client invoices from Handypersons and payments from Clients.
- Maintaining database records of all handyperson work and invoicing.

GENERAL RESPONSIBILITIES

Uphold good relations with Clients, Volunteers, Staff, and Trustees with a professional, caring, and empathic approach.

Work to maintain the vision, values, and aims of Camberley Care.

Additional Duties – In discussion with the Chair and Trustee Board, undertake work, as and when required, supporting Camberley Care as an organisation.

Public Relations – Represent Camberley Care in the community and public domain as appropriate.

Undertake all statutory and mandatory training as required.

JOB DESCRIPTION

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Be conversant with and adhere to Camberley Care Policies and Procedures.
This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties consistent with your role, including project work. During Office Administrator holidays or absences, flexibility on working days and hours may be required.

Reviewed by:		**Date:**	
Signed by employee:		**Date:**	