

## Office Manager

### The details

<b>Role:</b>	Office Manager
<b>Place of work:</b>	Sutton, London  Please be aware that this role is based in our children's home and requires someone who can work in-person from there.
<b>Hours of work:</b>	Full time - 37 hours per week  We are open to discussing flexible working hours for the right candidate.
<b>Salary/Grade:</b>	£27,000 - £32,000
<b>Reports to:</b>	Registered Manager
<b>Level of screening:</b>	Enhanced DBS

### About Lighthouse Pedagogy Trust

Lighthouse Pedagogy Trust is a charity creating life-changing, education-focused children's homes to ensure that children in care have the same opportunities as everyone else. We believe that children growing up in residential care should go on to achieve great things and lead fulfilling lives. We believe that social pedagogy, a focus on education, people and place is the best approach to supporting young people.

The Lighthouse Pedagogy Trust team is driven by a shared commitment to creating empowering places where everyone has the opportunity to grow and learn. We follow our key values of Respect, Play, Difference, Empowerment, Curiosity and Excellence.

In February 2022 we opened our first children's home in Sutton, which can support up to six 12-18 year olds. It is an award-winning state of the art building and sets a new standard for children's homes in the UK. You can read more about the home [here](#) and see a virtual tour of the building [here](#).

We are recruiting an Office Manager to provide high quality and efficient administration and business support to contribute to Lighthouse Pedagogy Trust's overall aim to improve outcomes for children.

Difference is one of our core values, and we strive to take the broadest possible view of diversity. We value people from all backgrounds – by this we mean ethnicity, gender, age, and any other visible or invisible quality that makes you unique. We welcome that every

person brings their own perspective and experience to our children's homes, to contribute to our vision.

Lighthouse Pedagogy Trust is a charity that sits within the Catch22 group of organisations, running independently on a day-to-day basis.

## Your role

As the Office Manager, you will make a significant contribution to the smooth running of the organisation, both within our children's home and in our core operations. This is an exciting opportunity for an experienced Office Manager to support the growth of a new children's home from its early stages. You will be based in the office in our children's home.

The purpose of the role is to ensure the safe and efficient running of our children's home and the wider organisation, with key responsibilities including:

- **Administrative support for the children's home** – Run the office, including maintaining accurate records for the home, maintenance of IT systems and training staff on IT systems
- **Children's home maintenance** – Carry out day-to-day management of the building and grounds, including ordering supplies and taking responsibility for health and safety in the home
- **Finances and reporting** – Assist with the financial management of our home and organisation, including expenses and petty cash
- **Administrative support for the organisation** – Ensure smooth running of our organisation through supporting with diary management, booking meeting rooms and managing our website enquiries mailbox
- **Board & Committee governance**: Plan and coordinate Committee and Sub-Committee meetings, including ensuring papers are circulated in advance, attending meetings and producing timely and effective minutes/actions
- **Staff and professional development** – Maintain staff records such as rotas, timesheets, and training records and assist with the recruitment and induction of new staff
- **Working with families, professionals and the community** – Work closely with a range of stakeholders, including staff, young people, families and carers, schools, health services, police and other external agencies. You will build relationships with these people who come into contact with the home and be part of creating a welcoming environment
- **Additional opportunities to contribute to our organisation** – As a small organisation, there will be lots of opportunities for you to get involved in other areas depending on your interests and skills, for example this could be managing our social media, getting involved in our work with funders or researching what is going on in the wider sector.

## About you

This role will suit someone who enjoys working closely with the Registered Manager and team in the home, while also being autonomous and able to work independently. You will be good at proactively anticipating issues that may arise and enjoy problem-solving to overcome these issues. We are looking for someone who likes to work at pace and relishes getting things running smoothly and efficiently.

You will need to have experience working in an administrative role and be capable of planning and prioritising your workload. You will need to be able to work confidently with Microsoft Office (Outlook, Word, Excel, PowerPoint etc).

You will be working from our children's home, so you will need to be comfortable working in this environment. This will require flexibility and patience. If you have worked in a children's home or similar environment before that would be great, but it is not essential. You will need to be well organised, with strong written and verbal communication.

We believe it is important that our home has a family feel and that we create an inclusive culture, and we expect all our staff to play a key role in this.

## Safer Recruitment

At Lighthouse Pedagogy Trust we are committed to safeguarding all children and young people in our care. As part of our recruitment process, we conduct rigorous checks and vetting of all applicants in line with legal and regulatory requirements, and best practice.

Everyone who works in our homes will be responsible for safeguarding young people and putting their safety and wellbeing first.

This post is subject to an Enhanced Disclosure and Barring Service (police records) check, including overseas police checks where necessary. Please note that this post is exempt from the limitations of the Rehabilitation of Offenders Act, and as such all previous cautions and convictions will need to be disclosed as part of any application.

For further information about the process please go to: <https://www.gov.uk/dbs-check-applicant-criminal-record>

## Role and responsibilities

### **Administrative support for the children's home**

- Support in the set-up and maintenance of IT systems for the home.

- Train new staff members on how to use IT systems.
- Ensure that the home keeps accurate records.
- Answer telephone calls, take messages and return calls at the Registered Manager's request.
- Take minutes at internal and external meetings
- Operate and maintain all office equipment and liaise with IT services or contractors, as relevant, to report or correct technical issues.
- Plan and prioritise own week-to-week activities to ensure operational efficiency.

## **Administrative support for the organisation**

- Support the Director with day-to-day diary management.
- Arrange meetings, book rooms, arrange travel and accommodation when required.
- Find venues and manage invites for our team away days, strategy days and social events.
- Manage our website enquiries mailbox and respond to queries that come in.
- Plan and coordinate Project Committee and sub-committee meetings, ensuring papers are circulated in advance.
- Attend meetings and produce timely and effective minutes/actions.
- Support with business planning.
- Help to deliver our wider strategic objective where required, such as supporting with searching for properties for future children's homes, liaising with estate agents and developers.
- Update policies and processes to ensure key documents are kept up to date and are reviewed on a regular basis.

## **Maintaining the children's home**

- Be responsible for the day-to-day management of the building, grounds, equipment and resources to create a safe, healthy and nurturing environment for young people and staff in line with health and safety and other legal requirements.
- Liaise with Catch22 services where required for the maintenance of the home, such as arranging repairs.
- Monitor and order supplies for the home, such as stationery, household and cleaning products.
- Monitor health and safety requirements and maintain records.

## **Finances and reporting**

- Assist with the financial management of our homes in line with Lighthouse Pedagogy Trust and Catch22's policies, including invoicing, expense cards, updating the petty cash records and other financial accounts for the home.

- Be aware of and adhere to all relevant financial procedures and report any discrepancies to your manager immediately.

## **Staff and professional development**

- Maintain staff records including rotas, timesheets, training records, appraisals, sickness reports, annual leave and TOIL records.
- Support the manager to ensure consistent quality of care, including organising team meetings, preparation for inspections and learning and development activities.
- Assist with the recruitment, onboarding and induction of new staff.
- Line management duties for other supporting roles in the home, such as handyperson/ housekeeper, as required.
- Regularly attend supervision with your line manager, participate in performance appraisal processes and maintain own professional knowledge and skills through training and professional development activities.
- Respond to everyday enquires from colleagues.

## **Working with families, professionals and the community**

- Build effective relationships with those regularly visiting the home, including those providing services and support for young people.
- Communicate effectively with families, all other professionals and agencies.
- Share information appropriately in secure formats in line with GDPR, professional boundaries and confidentiality requirements.

## **Safeguarding**

- Establish trusting and supportive relationships with the young people who live in the home.
- Have a good understanding of agency whistleblowing procedures and to report to appropriate safeguarding leads and agencies any concerns or evidence regarding poor practice.

## **Working for Lighthouse Pedagogy Trust**

- Promote and embed Lighthouse Pedagogy Trust's vision and values in our children's homes.
- Uphold and promote Lighthouse Pedagogy Trust's equality and diversity policy and proactively challenge discriminatory practice.
- Continually seek out ways to improve Lighthouse Pedagogy Trust and Catch22's services and identify new opportunities.

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the organisation, or as may be requested by your manager.

Office Manager: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>GCSE English and Maths grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> </ul>	<ul style="list-style-type: none"> <li>Other relevant professional qualification, such as HR, business administration or financial.</li> </ul>	Application
<b>KNOWLEDGE/ EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Demonstrable experience in a broadly similar role</li> <li>Experience providing administrative and co-ordination support to a team</li> <li>Experience supporting financial processes, such as expense systems.</li> <li>An understanding of employment and health and safety matters necessary to the effective and safe running of the home.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of managing budgets.</li> <li>Experience of setting up a new service. and children's homes.</li> <li>Experience of building / facilities maintenance.</li> <li>Knowledge of the law, regulations and best practice in relation to looked after children</li> </ul>	Application / Interview
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to communicate clearly, logically and effectively both orally and in writing with children and adults in different settings.</li> <li>Strong Microsoft Office skills, including Outlook, Word, Excel and PowerPoint</li> <li>Well organised with strong administrative skills.</li> <li>Ability to analyse data and create reports.</li> <li>Ability to prioritise and plan own workload, deal with conflicting priorities and work with minimal supervision.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to develop systems and processes to support effective service delivery.</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>• Ability to take on the challenges of working in a residential children’s home environment.</li> </ul>		
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• A personal commitment to professional development.</li> <li>• Willingness to undergo enhanced DBS check and register with the online update service (this check will be carried out prior to starting and funded by Lighthouse Pedagogy Trust, you do not need to currently hold a DBS to apply).</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in innovative approaches to children’s residential care.</li> </ul>	Interview