

Job Description Offices Supervisor Clare Haven Services

Job Title: Offices Supervisor

Reporting to: Services Manager.

PURPOSE OF JOB:

The purpose of this job is to provide administrative support and carry out administration tasks in the areas of Accounts, IT, HR, Compliance and Refuge Management to ensure the smooth running of the service and the maintenance of positive working relationships with the general public, partner organisations, suppliers and local, regional & national stakeholders.

KEY RESPONSIBILITIES WILL INCLUDE:

Work with the Office IT & Data Administrator to:

- Develop and implement databases, data collection systems
- Compile statistics for the organisation.
- Co-ordinate all I.T. systems within the organisation and oversee and carry out duties related to our computer network including being a first point of contact for our external IT support providers.
- Collate & submit statistical reports to our funders, management team and board
- Implement and monitor IT Data Policies and Procedures.

Work with the Client Support Co-Ordinator and Refuge Receptionist to:

- Ensure adequate staff cover in the refuge at all times. by overseeing the rota to ensure that relief staff are prepped to cover holidays/sick leave etc.
- Co-ordinate the work of identified staff, and provide supervision and support in accordance with Clare Haven Policy.
- Oversee the safe running of the refuge and second stage houses and administer same – including but not limited to compliance with health & safety, GDPR, Fire Safety, Food Handling, Storage, and procurement.
- Implement Refuge Policies and Procedures.
- Review and implement appropriate emergency procedures and ensure all staff are proficient in their use.

Work with the Accounts and HR Teams to:

- Monitor income and expenditure in line with financial procedures including recording, reconciliation and maintaining efficient, accurate accounts
- Carry out various financial tasks such as transferring sums, managing online accounts, working with revenue, working with external bodies such as unions, utilities, suppliers, and funders in accordance with the company's policies and procedures
- Maintain and update manual and computerised financial and HR systems. At present these include but are not limited to running payroll on Bright Pay, working with QuickBooks & HR Locker but systems and software are liable to change over time.

- Produce & provide reports for funders, management, the auditor and the board
- Oversee and manage cash-flow including receiving payments, donations, fundraising etc.
- Liaise with and offer assistance to auditors to support them in their role

OTHER AREAS OF RESPONSIBILITY:

- Participate in Staff & Team Meetings
- Develop and maintain an understanding of the dynamics of domestic violence and its effect on women and children.
- Help ensure that Health and Safety policy and procedures are adhered to.
- Participate in ongoing reviews of existing practices and procedures and implementing the appropriate improvements/changes as required
- Follow protocols to ensure good governance and Adherence to all charity, regulatory and legal obligations
- Maintain Confidentiality at all times.
- Assist in any other duties as assigned by Manager