

RELATE BIRMINGHAM

Post:	Service Co-ordinator/Office Manager (Birmingham & Solihull)
Hours:	37.5 hours per week
Responsible to:	Service Manager (Birmingham & Solihull)
Responsible for:	Appointments and administration staff
Role:	<p>To be responsible for the day-to-day running of the Birmingham office and local centres.</p> <p>To ensure the smooth running of appointments and bookings, manage waiting times and co-ordinate the delivery of our relationship support services.</p> <p>To manage and develop the administration team so excellent service is achieved and maintain effective office systems.</p> <p>To support the Service Manager and Chief Executive to maintain high quality services and implement new initiatives.</p>

Dimensions of the Role:

Relate Birmingham operates across the West Midlands, providing relationship support services including counselling, sex therapy, family mediation and education and training.

This post is based at our office in Birmingham and is responsible for co-ordinating the day to day running the Birmingham centre (and smaller services in Solihull, Kings Norton, Sutton Coldfield and Lichfield) and line managing the admin team. They will be the point of contact for the counselling team (approx. 30), oversee the appointments service and co-ordinate the delivery of our relationship support services. They will be supported by and work closely with the Service Manager for Birmingham and Solihull and a small team of approx. 8 administrators/receptionists. There is a separate role supporting the Wolverhampton and the Black Country centres.

The role is 37.5 hours per week and will require some flexibility in working hours to meet service needs, including cover for annual leave and sickness and some evening or occasional weekend work. It will involve working from our other locations from time to time and attending meetings and this will necessitate some travelling. This role will initially have a very hands-on, operational brief, but there is significant opportunity for development as the organisation grows.

KEY TASKS & RESPONSIBILITIES

Service Delivery

- Co-ordinate the day-to-day running of the Birmingham office and local centres and efficient daily operation of administration systems, including an appointments system and call handling.
- Manage and work as part of the admin team, ensuring appointment and reception cover is provided at all locations, operational targets are met and excellent service is achieved for clients.
- Co-ordinate the appointments service, including referrals, bookings, waiting times and day-to-day liaison with clients, counsellors, managers and other staff to ensure effective delivery.
- Administer designated contracts and projects ensuring reporting targets are met.
- Promote the training room and room hire service and manage bookings.
- Work closely with the management team to ensure arrangements and administrative support are in place for the effective delivery, evaluation and reporting of existing and new services.

- Ensure all premises have adequate resources for the day-to-day work of the organisation, provide a welcoming environment and are maintained to a high standard.
- Provide regular monitoring information for the Service Manager including weekly and monthly statistics, activity reports and service delivery updates.
- Liaise regularly with the Service Manager and Clinical Manager so that any service and clinical issues are identified and appropriately resolved.
- Build links with local organisations and professionals to develop referral pathways and promote Relate services. Attend appropriate meetings, forums and events.
- Contribute to effective communication both internally and with external bodies and maintain good working relationships with Relate National and other local Relate Centres.

Administration

- Set up and maintain effective administrative, financial, and monitoring systems and ensure consistency of systems and procedures across the centres.
- Ensure the appointments system, IT and telephony are operational, liaising with our external support providers as required. Support the implementation of new online systems and processes.
- Ensure all administrative staff are aware of confidentiality, record keeping, data protection and financial procedures and adhere to them in their working practices.
- Manage admin budgets as allocated. Be responsible for managing supplies and day to day financial activities.
- Deal appropriately with client feedback, including complaints, in line with policy.
- Ensure day to day health and safety and fire safety requirements are met.

Personnel and Staff Management

- Provide effective line management and support to administrative staff and volunteers, including one-to-ones, team meetings, training and staff development.
- Facilitate good communication within your team, including regularly visiting local centres and providing updates.
- Recruit new administrative staff and volunteers to meet existing and planned needs.

Other

- Attend other meetings consistent with the role and contribute to cross-team projects
- Promote equal opportunities and anti-discriminatory policy within the Centre's practice.
- Comply with the Relate Birmingham's aims, objectives, policies and procedures at all times.
- Be aware of and observe Relate's health and safety policy in delivering services.
- Undertake relevant training or other duties required to meet the objectives of the post.

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PERSON SPECIFICATION

Essential

Qualifications

- GCSE/ 'O' Level (or equivalent) including English Language and Mathematics

Experience

- Staff management/team leading experience
- Significant administrative experience
- Experience of using in-house systems and databases

Aptitudes

- Ability to lead and motivate a team.
- Excellent interpersonal and communication skills.
- Uses technology to implement new systems and approaches.
- A 'can do' attitude and a positive approach to change.
- Ability to plan and prioritise workload/s and delegate tasks to meet deadlines.
- Excellent organisational, administrative and ICT skills including MS Office.
- Ability to write clear plans and concise, professional reports.
- Financial/budget monitoring skills.
- Ability to work both independently and as a member of a small management team.
- Ability to develop and sustain professional relationships and partnerships.
- Ability to provide a client-centred, confidential service and deal sensitively with the public.
- Willingness to work flexibly to meet business needs and travel to different locations.
- Commitment to equality of opportunity.
- Commitment to the vision, mission and values of Relate Birmingham.

Desirable

- Car driver with current licence and use of road-worthy vehicle
- Understanding of relationship support issues and services
- Experience of working in or with the voluntary sector.

This job description is subject to regular review and revision in light of the changing needs of the service.

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(Birmingham & Solihull)

CONDITIONS OF EMPLOYMENT

Based at:	111 Bishopsgate Street, Birmingham, B15 1ET The post will involve travelling to other locations in and around our area of operation. It will also require attending external and Relate meetings as necessary.
Salary:	£26,500 £28,000 pa, plus travel expenses
Hours:	37.5 hours per week, including some evening and weekend work.
Annual Leave:	25 days pro rata plus 8 public/bank holidays (Office is closed Christmas Day to New Year's Day and this must be taken from annual leave entitlement)
Pension:	Pension scheme with NEST – current contributions are 3% employer and 5% employee, rising as determined by Government.
Probationary Period:	6 months' probationary period.
Notice Period:	1 months' notice of termination will be required.
References:	All job offers are subject to satisfactory references.
DBS Checks:	All job offers are subject to satisfactory DBS checks.
Other	Relate Birmingham operates a no smoking policy for all staff.