

## FULL-TIME POST

**Job title:** Service/Office Manager



Hours: 36.25 hours per week  
Work pattern: Monday to Friday, 7.45am to 3:30pm  
Responsible to: Chief Executive  
Pay: £23,656pa (plus pension and health insurance scheme membership)  
Term: Fixed term until December 2018. As is standard within the third sector any renewal of contract is funding dependent.

## INTRODUCTION

Good Morning Service is a multi award-winning telephone befriending and alert service for vulnerable older people. Established in 2000, we provide life-saving and life-enhancing support which helps older people to live independently as possible. Calling out to members 365 days a year, the Charity builds meaningful relationships with older people to be able to give emotional support when needed. We also act as a safety-net service by alerting to potential problems when our Good Morning Call remains unanswered.

## JOB DESCRIPTION and PERSON SPECIFICATION

We are looking for someone special to work at the heart of our team who'll enjoy the variety of responsibilities of operational management in a small/ medium sized organisation.

You will run the daily operations of the Charity. You will manage and coordinate the organisation's staff and office including; information systems, human resources and communications. The successful applicant will be the first point of contact for the Charity.

We are seeking a friendly, thinking, outgoing professional who has a background in managing people and services. They should have a good understanding of, and be able to apply, the laws and regulations in the two key areas of human resources and data protection.

The post is subject to a suitable PVG Scheme disclosure.

## JOB DUTIES

These include:

- Provide support to the Chief Executive;
- Managing the befriending and alert service;
- Managing personnel: inductions, training, appraisals and supervision ensuring compliance with company policies, practices and ethos as well as staff wellbeing;

- Devise, deliver and evaluate ongoing staff training;
- Compile and evaluate system management reports;
- Compile service user reports and case studies;
- Organise and undertake promotional activities;
- Provide support to the Finance Manager, e.g., administration of receipts and payments, responsible for petty cash;
- Liaise with Police Scotland and Trading Standards to promote community safety;
- Organise monthly service user social events;
- Organise service user monthly newsletter.

## **SKILLS and ABILITIES**

The successful candidate will demonstrate:

- Clear verbal and written skills, enabling effective and sensitive communication with colleagues and external organisations;
- Ability to think clearly about a range of operational systems and processes, and to identify how they can be designed or amended to maximise their efficiency and effectiveness;
- Willingness to engage collaboratively with internal and external stakeholders to foster constructive working relationships and to contribute to team decision making;
- Ability to learn new skills and tackle unfamiliar problems as well as apply existing expertise to reflect and improve on your own work practice, and to help others do so;
- Planning, prioritising and project management skills;
- Fluent in use of IT packages including word processing, spreadsheets, email, databases and internet browser.

## **EXPERIENCE**

You will have:

- At least 5 years experience working in a management position in an office environment. This could be from a health, social care, charitable or commercial background;
- At least 5 years experience of managing a small or medium-sized team of 10-20 staff;
- Recent experience in one or more of the following fields: organisational management, human resources, communications or office/project management;
- Recent experience of organisational management in a small or medium-sized organisation would be advantageous.

## **EDUCATION and TRAINING**

You will have:

- Recognised qualifications in management, or in a relevant discipline such as human resources or communications,
- or
- Relevant experience together with evidence of continuing professional development in one or more of these areas.

## **HOW TO APPLY**

Application is via post or hand delivery only. Please download a job application pack from our website, or call 0141 336 7766 to have one posted.

We welcome additional information which adds character to your application.

Return to Nicky Thomson, Chief Executive.

Closing date: as per website.

Good Morning Service, Flemington House, 110 Flemington St, Springburn, G21 4BF

Website: [goodmorningservice.co.uk](http://goodmorningservice.co.uk). Twitter: Good\_Morning\_2U. Find us on Facebook

Good Morning Project Ltd trade as Good Morning Service  
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