



JOB DESCRIPTION

Role:	Office Manager and Executive Assistant
Location:	London
Responsible to:	Head of Finance and Operations
Objective:	This role is to coordinate all aspects of office, premises and administration management for approximately 60 employed staff and a number of interns and volunteers. This includes Finance, IT, Communications and Facilities management.
Salary:	32k - £35k
Holiday:	25 days per annum
Hours:	40 hours per week

USER VOICE

Why We Exist

We believe that the fundamental issue that causes the stubbornly high rates of re-offending and all the other associated problems is the 'us vs. them' culture.

Society feels frustrated with those who re-offend repeating cycles of behaviour and not engaging with rehabilitation services. Yet people with convictions feel marginalised by society, with rehabilitation services which are often inaccessible and unhelpful and a system that doesn't value their input.

Whatever the truth, we won't reduce crime unless we deal with this division. User Voice's core belief is that rehabilitation only happens when everyone in the criminal justice system shares responsibility for transforming the 'us vs. them' division into real collaboration.

Our Role

Our role is to improve rehabilitation through collaboration.

At User Voice we build the structures that enable productive collaboration between service users and service providers. We are able to do this because our work is led

and delivered by ex-offenders. This gives us the special ability to gain the trust of, access to, and insight from people within the criminal justice system.

The entrenched exclusion of some of the people we work with can be a huge obstacle to service providers. The involvement of ex-offenders has many benefits, not least of which is the power of a narrative of success; working with ex-offenders can be a powerful way of motivating people who often have little self-belief that they can overcome the barriers they face. All the work User Voice has done suggests offenders want to talk to people who have 'walked in their shoes' and experienced similar life events.

What We Do

In order to achieve this we do the following:

- User Voice **Councils**, which provide a platform for service users to have a voice. They have been developed for use within prisons and in the community for probation, youth offending teams and other related services. Their democratic processes enable voices to be heard and focus on collective challenges and solutions.
- User Voice **Consultations**, which are bespoke projects that help service providers and commissioners access, hear and act upon the insight of their users. These include research and specifically designed workshops and have ranged from working with drug users on recovery services, to engaging with excluded and vulnerable young people on the future of social work.
- User Voice **Peer Support**, sometimes, through the gate, which provide support for people in the community or those who are leaving custody; one-to-one sessions and peer-led groups give practical help and inspiration. Our supporters are uniquely placed to promote and ignite real change, as advocates and role models.

Impact

There are two sides to User Voice's impact:

1. Improving Services – with service user insight and experience, services can become more effective and accessible for hard-to-reach groups.
2. Promoting active citizenship – as service users engage with improving the services they access, they develop the skills and behaviours to become contributing members of society.

DUTIES AND RESPONSIBILITIES

To be the first point of contact for the organisation and senior management team. Support the CEO to achieve the Charity's aims and objectives; and provide a comprehensive business support for the CEO. Responsible for supporting the CEO, Senior Leadership Team, and Board of Trustees

WHAT YOU WILL DO:

Major responsibilities include but are not limited to:

Principal Responsibilities

Executive Assistant

- Complex diary management to CEO and Senior Leadership Team
- Arranging travel and itineraries
- First point of contact for the Chief Executive's office, liaising with key internal and external stakeholders
- Responsible for the design, development and management of all significant organisational events and workshops
- Admin support for the CEO and Senior Leadership Team including coordination of diaries with competing priorities and preparation of briefing documents
- Design and implement project documentation, processes and systems for tracking progress
- Creation of timely and accurate correspondence
- Coordinate Board meetings, associated documentation and minute meetings
- Liaise with external partners, statutory bodies, funders
- Undertake research/analysis to support senior leadership team in relation to fundraising and programmes
- Provide administrative support to regional offices

Office Management

- Implementation of systems and procedures for all administrative functions to ensure smooth running of the office
- Processing invoices, remittance advises, purchase order requests, management of petty cash
- Processing expenses for all staff members
- IT Support - troubleshooting desktop and basic network issues, installing and upgrading Microsoft operating systems; remotely supporting employees, around the country using technologies such as TeamViewer and setting up and supporting VPN connections, including some experience of working with Windows Server 2 and Active Directory.
- Support with intern recruitment and on boarding of new employees
- Management of facilities and maintenance of the office
- Responsible for organisation Health and Safety

PERSON SPECIFICATION

- Proven track record managing diverse workload across multi-faceted business operations
- Ability to be flexible and work autonomously with complete discretion and integrity.
- Proficient in Microsoft Office and IT systems
- Exceptional written and verbal communication skills
- Ability to engage with internal and external stakeholders
- Ability to see manage projects from inception to completion
- Previous experience supporting senior management team
- Experience of working in the charity sector or criminal justice system preferable
- Knowledge of fundraising and bid activities an advantage
- Adaptable and able to work to deadlines
- A levels or equivalent
- Ensure equality and diversity is embedded in every areas of work
- Uphold core values of the Charity

FURTHER INFORMATION

Equality and diversity

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

Disclosure and Barring Service (DBS) checks

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.

Deadline for applications: 22nd August 2018

Interviews – week commencing – 03rd September 2018