

Post Title: Community Sport Network - Office Manager.

Hours: Contract for 20 hours per week for an initial 2 years period.

Pay Scale: Start salary of £15,676 (£29,000 per annum).

JOB DESCRIPTION:

The Office Manager will play a key role in developing and implementing the administrative systems and working practices of Community Sports Network (CSN). This position ensures that all administrative operations are conducted efficiently and align with the goals outlined in the CSN Building Community Strategic Plan.

Accountable to: Director of Operations (DoO)

Responsible for:

Managing the overall administration of CSN in line with its key objectives, ensuring professionalism, efficiency, and adherence to the organization's Memorandum and Articles of Association.

Standard of Performance:

The Office Manager will be expected to manage the administrative operations of CSN smoothly and in a timely manner. Performance will be reviewed regularly through supervision and check-in meetings with the designated line manager.

REPORTING/WORKING RELATIONSHIPS:

- Reports directly to the Director of Operations (DoO)
- Collaborates with the CEO, DoO, and Finance/HR Manager
- Works closely with the Chairperson and Secretary to the CSN Board



MAIN AREAS OF RESPONSIBILITY:

Administrative Management:

- Oversee the total administrative operations of CSN to ensure consistency and alignment with organisational standards.
- Support the Chairperson, CEO, and DoO in organising Board and Sub-group meetings, adhering to the annual meeting schedule.
 - Convene meetings
 - Make logistical arrangements
 - Compile and format reports and documents (using consistent templates)
 - Take and circulate minutes
 - Prepare and distribute action lists following Board meetings
 - Manage correspondence with Trustees and CSN Leadership Team between meetings

Executive Support:

- Provide personal assistance to the CEO and DoO, including:
 - Managing correspondence as needed
 - Overseeing schedules and the core calendar
 - Assisting in the preparation of presentations and meeting materials
 - Keeping them informed of all relevant matters

Governance and HR Documentation:

- When required, update and organize governance and HR documents, including:
 - Policies
 - Manuals and handbooks
 - Terms of Reference documents

Business Services (BS) Administration:

- Administer bookings for CSN Business Services (BS) and provide support to the Finance/HR Manager and Sports for Development (S4D) Managers, including:
 - Confirming bookings
 - Supporting invoicing
 - Following up on outstanding invoices

Office Logistics Management:

- Manage the office's logistical operations, such as:
 - Telephones, printers, and copiers
 - Incoming and outgoing mail
 - Filing systems
 - Gifts and correspondence



Human Resources Support:

- Assist the Finance/HR Manager in tracking staff holidays and absences
- Provide support in the recruitment process
- Oversee Access NI checks for CSN staff and maintain SLA (Service Level Agreement) compliance



OFFICE MANAGER JOB SPECIFICATION

ESSENTIAL CRITERIA:

1. **Qualifications & Experience:**

- Minimum of 2 years' experience in an office management, administrative, or similar role.
- Proven experience in managing office logistics, including telephones, printers, and filing systems.
- Experience in supporting senior management (e.g., CEO, Director) with diary management, correspondence, and meeting preparation.
- Demonstrated ability to coordinate and manage meetings (including minute-taking, scheduling, and follow-up).

2. **Technical Skills:**

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office productivity tools.
- Experience using online meeting and communication platforms (e.g., Zoom, Teams).
- Ability to manage and organise digital and physical filing systems effectively.

3. **Organisational & Time Management Skills:**

- Excellent organisational skills with the ability to multitask and prioritise tasks in a fast-paced environment.
- Proven track record of meeting deadlines and ensuring smooth day-to-day operations of an office.
- Ability to work independently and proactively manage tasks with minimal supervision.

4. **Communication Skills:**

- Excellent written and verbal communication skills.
- Strong interpersonal skills with the ability to work collaboratively with senior management, trustees, and colleagues.
- High attention to detail in both document preparation and correspondence.

5. **Confidentiality & Professionalism:**

- Demonstrated ability to handle sensitive and confidential information with integrity.
- Strong work ethic and professionalism in dealing with internal and external stakeholders.

6. **Problem-Solving Skills:**

- Ability to identify and resolve office management-related issues efficiently.
- Proactive in improving administrative processes and introducing best practices.



DESIRABLE CRITERIA:

1. **Qualifications:**

- Relevant qualifications in Business Administration, Office Management, or a related field.
- Professional certification in office or administrative management (e.g., ILM Level 3 in Office Management).

2. **Experience:**

- Previous experience working in a charity, non-profit, or sports/community organisation.
- Experience in organising or assisting with governance-related processes (e.g., supporting Board of Trustees, handling governance documentation).
- Experience with HR support functions, such as managing staff records, recruitment processes, or Access NI checks.

3. **Technical Skills:**

- Experience with financial or accounting software (e.g., Sage, Xero).
- Knowledge of GDPR compliance and other data protection regulations.

4. **Project Management:**

- Experience in supporting or managing small-scale office or administrative projects.
- Ability to implement new administrative systems to improve office efficiency.

5. **HR Support Experience:**

- Familiarity with HR processes, such as tracking staff holidays, managing absence records, and assisting in recruitment.

DISCLOSURE:

Please note that a criminal record will not automatically bar you from obtaining a position in Community Sports Network.

The Access NI Code of Practice can be viewed through the following link <https://www.nidirect.gov.uk/publications/accessni-code-practice>

As per the Access NI Code of Practice CSN has a policy on the Secure Handling, Use, Storage and Retention of Disclosure information.

Before you begin working with us you will be required to complete an Enhanced Access NI check.

