



SEFF JOB DESCRIPTION: Office Manager- FT

Responsible to: Director

Location: Lisnaskea (with travel across the business area as required).

Hours of work: 37.5 hours per week until 31st March 2028

Salary: SO2-PT27 £38,220 Gross PA + 6% Pension payable monthly in arrears

Purpose of the Role:

The Office Manager is responsible for the effective coordination and delivery of SEFF's core organisational operations, administration systems, HR processes (with external support from Peninsula HR), compliance frameworks, and office infrastructure.

Reporting directly to the Director, the postholder will ensure that SEFF's internal systems, governance procedures, staff support mechanisms, and operational practices are efficient, compliant, and aligned with organisational values.

The Office Manager plays a key leadership role in maintaining organisational effectiveness across all SEFF hubs and supporting the wider Management Team in delivering high-quality services.

Key working relationships:

Internal Contacts:

- Director- Directly reporting to
- Board of Trustees- Indirectly reporting to
- Office Administrator- Direct report
- Projects Coordinator- Direct report
- Volunteer Coordinator- Direct report
- Senior Management Team
- Board HR Sub Committee
- SEFF Staff
- SEFF Volunteers
- SEFF Members and clients

External Contacts:

- Contractors and service providers
- Partner groups and SEFF contacts

Key Responsibilities:

1. Operational Management & Organisational Support

- Support the Director in the day-to-day operational leadership of SEFF.
- Ensure smooth coordination of administrative and office-based functions across all hubs.
- Monitor staff coverage across office locations and support planning to maintain service continuity.
- Inputting upon organisational templates, branding, signage, leaflets and office presentation.
- Lead fortnightly Core Team meetings.
- Manage requests for additional operational tasks under the direction of the Director
- Represent SEFF at meetings and public events as required.

2. Human Resources Management

Working under the leadership of the Director;

- Support the development, implementation and review of all HR policies, procedures and documentation, alongside input from Peninsula HR.
- Maintain and update the Staff Handbook and Policy & Procedures Manual and separate policies (ensuring Board sign-off where required via the role of the Director).
- Coordinate:
 - Daily management of SEFF's HR CRM- Bright HR
 - Recruitment processes (application packs, advertising, shortlisting, interviews, references, audit files)
 - Induction of new staff in collaboration with Director and Line Managers
 - Probation reviews (6 months)
 - Annual PDR/appraisal processes
 - TOIL, annual leave and sickness monitoring systems
 - Return-to-work procedures
 - Contract amendments and addendums
- Manage all personnel records in line with GDPR.
- Under the advisory of the Director and Peninsula HR, provide guidance and mentorship to managers in relation to HR matters and good practice.
- Support grievance, disciplinary and capability procedures in collaboration with Line Managers, and the Director.
- Maintain a training records on Bright HR, and coordinate staff development opportunities.

3. Governance, Compliance & Policy Development

- Contribute towards policy writing, review and controlled document management, directly reporting to the Director for policy change.

- Liaising with Peninsula HR services to ensure all HR policies are in line with legislation changes
- Ensure GDPR compliance and training across all operations.
- Prepare documentation and reports for:
 - Management Meetings
 - AGM and Annual Report
 - HR Sub-Committee Meetings
- Ensure recruitment and HR documentation meets audit and funder requirements.
- Contribute to SEFF's monitoring and evaluation systems.
- Maintain organisational risk registers on Bright Safe CRM.

4. Financial & Administrative Oversight

- Support financial oversight processes including:
 - Monitoring of monthly mileage returns for Core Team
- Maintain inventory systems for capital and equipment.
- Oversee asset registers and loan systems.
- Support the Finance Manager and Director in ensuring effective use of resources and budgetary control for capital items relating to offices.
- Monitor operational expenditure and ensure best value in procurement and supplier management relating to offices.
- Contribute to funding applications, reports, and audits through provision of accurate operational and staffing data.
- Assist with preparation of operational information for funding returns and reports.

5. IT & Systems Management

- Oversee CRM systems management and implementation and training new and existing staff.
- Maintain oversight of SEFF's cloud-based digital filing systems- Sharepoint.
- Manage Microsoft 365 administration (new starters, leavers, permissions).
- Maintain IT equipment registers.
- Coordinate external IT contractors and manage service agreements.
- Support website updates with other key personnel, in collaboration with the Director
- Lead implementation and monitoring of time management system- BLIP.

6. Health, Safety & Facilities Management

- Act as SEFF's Health & Safety Officer (following training)
- Act as Fire Safety Warden across SEFF office space in Lisnaskea and ensure trained compliant Wardens across all SEFF office spaces.
- Manage the Bright Safe health and safety CRM, ensuring that SEFF is compliant in Risk Assessments and Incident Reporting.
- Ensure compliance with workplace health and safety legislation.

- Coordinate risk assessments and training updates on Bright Safe.
- Oversee building management, repairs and maintenance across all offices.
- Ensure compliance with infection control and public health guidance where relevant.
- Oversee document destruction procedures in line with data protection requirements via the Office Administrator and other Line Managers across offices.

7. Internal Communications & Staff Engagement

- Design and distribute internal/ external communications (with oversight from Director) including:
 - Monthly Staff Bulletin
 - Organisational updates
 - Input to AGM Report
- Coordinate quarterly all-staff meetings (agenda, logistics, minute proofing).
- Organise annual staff team-building events.

General Responsibilities

- Uphold SEFF's values of equality, respect, inclusion and person-centred practice.
- Maintain confidentiality at all times.
- Work flexibly across SEFF hubs as required.
- Undertake any other duties commensurate with the post and as directed by the Director.
- Work as part of the Senior Management Team (SMT) to support organisational growth and sustainability.
- Identify opportunities for operational improvement and innovation to enhance impact and efficiency.
- Support external engagement, partnerships, and stakeholder relationships where required.

Essential Criteria:

Essential:

- Qualified to Degree Level or above
- Significant experience of 3 years or more, in people management and/or HR leadership within a complex organisation.
- Good understanding of employment law, HR governance, and best practice in people management.
- Experience of policy development, compliance, and organisational governance.
- Excellent leadership, communication, and interpersonal skills.
- Significant experience of using and administering IT software, MS programs, and CRM systems.
- Proven ability to plan strategically, manage change, and solve complex problems.
- Knowledge of financial management principles and resource planning.
- High degree of professionalism, confidentiality, and integrity.

Desirable Criteria:

Desirable:

- CIPD in People Management/ HR
- Experience in the charity, voluntary, or public sector.
- Knowledge of charity governance, safeguarding, and data protection requirements.
- Experience in risk management
- Experience in health and safety

Employee Value Proposition:

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas
- Hybrid and flexible working opportunities
- Flexible office hours
- A staff Wellness Framework
- Employee Assistance Program (EAP)
- Financial support and investment towards CPD training opportunities
- Great workplace culture and team-building events.