



Local Area Co-Ordination Network CIC

www.lacnetwork.org

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Office / Business Manager Application Pack

Dear applicant,

Thank you for downloading this job pack.

In this job pack there is:

- **The job description** - This tells you what the Office Manager will be doing
- **Information about the Network and our equalities statement**

The application form can be downloaded at www.lacnetwork.org/office-business-manager-post/

This needs to be returned by email to jan@lacnetwork.org

We will be short listing based only on the information on the application form. Please do not send a CV but complete the application form.

We will need to have your application returned to us by 9am on 31st October 2017.

We will be interviewing on 9th November 2017 in Leeds. We will only write to those people who have been successful. If you do not hear from us by 2nd November you have not been successful in getting an interview but we e mail to confirm.

The post can be home based or we will identify a suitable office base in West Yorkshire with the successful candidate.

Please call me if you have any questions about applying for this role. My number is at the top of the letter.

Kind regards and good luck,
Samantha Clark
Chief Executive

Local Area Co-ordination Network CIC Company Limited by Guarantee
Registered in England and Wales
Company number: 9579685
Registered Office: North Barn Hollin Hall Lupton Cumbria LA6 2PT

Job Description

Job Title:	Office / Business Manager
Accountable to:	Formally: The Chief Executive Informally: our stakeholders
Responsible for:	Administrative or finance staff as the organisation develops Any temporary staff as required
Hours of Duty:	Part time – 22½ hours per week
Base:	Home based or office base as agreed in West Yorkshire
Salary	£25,000 - £27,000 pa pro rata

Role Summary

To provide a comprehensive finance and administrative service to the organisation as it develops, contributing to the establishment of sound processes that will help deliver a national Network for member areas and customers.

Supporting the CEO, other staff and volunteers, and the Board of Directors, working as a team to ensure that a high standard of service is provided at all times demonstrating the Network's values in action.

Main Duties

1. To provide and manage a comprehensive, high quality administrative and project support service to the CEO and staff of the Network.
2. To ensure the processing of day to day financial payments and the maintenance of appropriate records. To ensure regular management information is accurate and available in a timely manner; annual accounts are prepared & audited; VAT or other tax returns compiled & filed as needed; monitor expenditure against set budgets and report any concerns.
3. Developing and ensuring the maintenance of appropriate filing and bring forward systems, to include record keeping, archiving and databases in line with agreed corporate standards. Continuously review filing systems to ensure efficiency.
4. To act as a central source of information and support for staff and volunteers, specifically in relation to available resources, IT, communications, printed material and the Network's standards and principles. To maintain an inventory of equipment and resources.
5. Administer any IT support contract and monitor performance. Administer and maintain the security of passwords in relation to PC and document access.

6. Ensure that at least weekly back-ups are made of all data and that the Network's data is stored in a secure place.
7. To undertake all necessary arrangements for training, events and meetings, including marketing, inviting attendees, managing delegate lists, arranging room bookings, speakers and equipment. You may be required to attend events & contribute to their smooth running.
8. To ensure that the Board and team members are appropriately supported at meetings including the preparation of agendas, minutes and notes of meetings, as required and produce an accurate typed record.
9. To prepare confidential reports, complex documents and presentations using Microsoft Office software packages in line with agreed standards whilst maintaining confidentiality at all times.
10. To keep confidential staff records, including payroll, contracts of employment, recruitment and attendance records.
11. To ensure that the Local Area Coordination Network's marketing and communications are maintained and up to date including the website, social media & stakeholders bulletin using a format suitable for the intended audience.
12. Contribute to team meetings and make recommendations for improvements to the administrative and finance functions. Ensure compliance with legal requirements within area of responsibility.
13. To order goods and services as required, operating within budgetary limits.
14. Manage all aspects of the organisation's virtual or actual buildings and equipment, e.g. liaising with landlord, insurers, and organising any necessary repairs, cleaning, security and equipment servicing; act as the appointed Health and Safety Officer and ensure that all legislation relating to the occupation and use of offices or home working is complied with, including carrying out periodic risk assessments.
15. Ensure that any complaints made to the Office Manager about the Local Area Coordination Network are appropriately and sensitively considered and wherever possible informally resolved in line with the Network's policy.
16. Ensure own health and safety and that of other employees of Local Area Coordination Network and members of the public as specified by the Health and Safety at Work Act.
17. Ensure that own work and practices within the Local Area Coordination Network accord with the letter and spirit of all the organisation's policies and procedures including but not limited to Equalities and financial issues.

Other issues

- The details contained in this job description, particularly the main duties, reflect the contents of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed.
- Consequently, the Board of Directors of Local Area Coordination Network will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.
- The nature of the job means that hours may need to be worked flexibly and this may include occasional weekend and evening work.

Person Specification

This is a varied position and the experience and personal qualities required are key to the success of the organisation. Please read the criteria carefully and demonstrate in your application how you meet the requirements of the role.

Factor	Essential requirements
Knowledge and skills	<ul style="list-style-type: none"> ▪ Proven ability to schedule work, prioritise and manage a demanding workload. ▪ Proven ability to work on own initiative. ▪ Proven ability to encourage, develop and participate in team-working. ▪ Proven ability to identify solutions to problems. ▪ Good verbal, written communication and interpersonal skills. ▪ High levels of accuracy and attention to detail. ▪ Proven ability to use Microsoft Office packages
Experience	<ul style="list-style-type: none"> • Proven administration experience • Proven experience of finance processing, maintaining records using an accounts package (e.g. Sage or Quickbooks) and liaising with accountants • Proven experience of managing staff and volunteers
Personal attributes	<ul style="list-style-type: none"> ▪ A passion for inclusion and a commitment to improving life with all community members and the values of Local Area Coordination ▪ Positive attitude such as to develop successful working relationships within the Network, with members and outside agencies.
Special requirements	Due to the small nature of the team and the project based work that is undertaken it is likely that the post will develop over time and will need to provide cover and support to colleagues.
Factor	Desirable requirements
Education and qualifications	Accounting Qualification (level 2 or above)

Experience	<ul style="list-style-type: none">▪ Experience of controlling budgets• Experience of calculating & submitting VAT returns• Experience of identifying IT and other training needs• Experience of supervising and appraising staff or volunteers• Experience of developing policies and procedures• Experience of buildings and equipment management• Experience of sharing IT skills with others• Experience of managing health and safety• Experience of coordinating and organising events• Experience of marketing and promoting work streams
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General terms and conditions

This is a part time post of 22½ hours a week.

The post may involve working occasional weekends and evenings. You may also be required to travel to events to support the project team. This could mean travelling regionally or nationally.

The appointment will be subject to a six-month probationary period.

Salary is £25,000 - £27,000 full time depending on experience.
Up to £16,200 for 22½ hours pw

There is a contributory personal pension.

Holiday entitlement is 27 days plus Statutory Holidays for full time

About the Local Area Coordination Network

The Network exists to create a supportive network and resources for the long term development and success of Local Area Coordination and associated reforms.

The work of the Network seeks to mirror the values of Local Area Coordination by

- Building knowledge, positive outcomes and long term resilience in the delivery of Local Area Coordination at the individual, family, community and systems levels
- Focusing on the capacity and contribution of people, communities and the organisations who are our members or partners
- Building relationships and connections through our work
- Developing collaborations across our membership, allies and partners
- Working within a rights based framework that seeks to redress inequalities or promote social justice

The Network will offer 3 interconnected but distinct services

1. Membership

Areas implementing Local Area Coordination can be members through an annual subscription that gives them

- Bespoke local support in their area
- Access to the national Local Area Coordination evaluation alongside Network members and Network research partners.
- Support for Induction and training for staff members or wider stakeholders including provision of resources
- Access to a “Community of Learning and Practice” - including places on Regional, national and local events for Senior Leaders, Local Area Coordinator Managers, Local Area Coordinators, Elected Members, Individuals and Families/Carers.
- Provision of resources that support the development & learning on Local Area Coordination.

2. Support to develop Local Area Coordination

Areas beginning to use Local Area Coordination can commission the Network to support them to co design a robust, evidence based and locally relevant Local Area Coordination programme that reflects and builds on core principles, national and international learning and local circumstances. These development partners also get access through their development phase to the wider Network activities.

3. Projects or training that contribute to the system reform the Network champions

The Network will seek opportunities to lead or collaborate with partners on projects that support person centred community focused ways of working that are integral to Local Area Coordination

Our history and team

The Local Area Coordination Network was initially developed within Inclusive Neighbourhoods and subsequently established as a not for profit Community Interest Company in 2015 but only became active as company in 2016.

Ralph Broad was the founding chair of the Network and continues to contribute his expertise in Local Area Coordination through being a Director and a partnership with Inclusive Neighbourhoods.

Find out more about us at <http://lacnetwork.org/about/the-team/>

Local Area Co-ordination Network CIC Equality Policy (Excerpt)

- 1.1 Local Area Coordination Network's philosophy and values are entirely based on the belief that everyone has a valuable contribution to make and that all individuals should be encouraged and enabled to contribute and participate fully in society.
- 1.2 Diversity is actively celebrated and promoted in the work that we do and we look to actively remove inequalities across society.
- 1.3 With regard to employment, this specifically means that workers will be treated fairly and equally and with dignity and respect regardless of actual or perceived:
 - sex
 - marital status (including civil partner status)
 - age
 - race (includes ethnic or national origin or nationality)
 - disability
 - religion or belief
 - sexual orientation
 - transgender status
 - pregnancy
- 1.4 The list above is referred to as a list of protected characteristics. Additionally, Local Area Coordination Network will also treat fairly and equally, and with dignity and respect all workers regardless of:
 - trade union activities
 - working patterns
 - contract status
 - responsibility for dependants or family members

Local Area Coordination Network has a separate guidelines covering the employment of ex-offenders as part of the recruitment and selection policy.

- 1.5 It is Local Area Coordination Network's policy to apply this principle in relation to recruitment and selection, promotion, training, conditions of work, conditions of service (including pay and benefits) and to every other aspect of employment, including general treatment at work and the processes involved in the termination of employment.
- 1.6 It is also Local Area Coordination Network policy to ensure that employees understand the behaviours that they are expected to demonstrate at all times to colleagues and the people that they come into contact with.
- 1.7 Behaviour amounting to bullying or harassment will not be tolerated and will be treated seriously in line with the disciplinary policy and guidelines.

- 1.8 All Employees are expected to behave in a way that promotes fairness, equality and dignity at work. This involves considering what behaviours are appropriate for the person they are with and recognising that what is acceptable or tolerable to one person may be regarded as unacceptable by another.
- 1.9 The principles in this policy apply equally to volunteers, board members, consultants, clients and suppliers to Local Area Coordination Network.
- 1.10 Local Area Coordination Network is committed to follow the principles of the Equality and Human Rights Commission Code of Practice.

1. Aims

Local Area Coordination Network aims to:-

- provide a working environment free from discrimination, bullying and harassment
- ensure that only job-related and non-discriminatory criteria are used in making management decisions
- make reasonable adjustments to the work for disabled employees where possible and appropriate to do so
- treat all staff and job applicants with dignity and respect and provide a working environment free from discrimination, bullying and harassment. Within the principles of the Equality Act Local Area Coordination Network will take positive action to promote the employment of disabled people.
- provide regular training opportunities for all staff, volunteers and board members