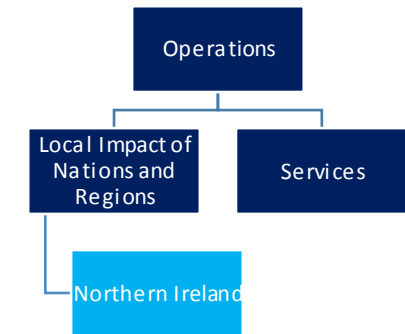
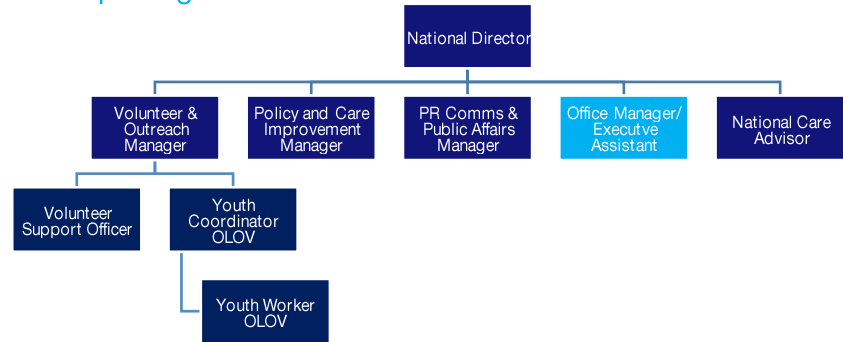


<p>Job Title Office Manager/Executive Assistant</p>	<p>Directorate and team This role sits in the NI Team in the Operations Directorate</p>
<p>Key focus of the role Ensure the efficient operation of the National office and team, its day-to-day administration, and the related external and internal services.</p>	<p>Department</p>  <pre> graph TD Ops[Operations] --> LIR[Local Impact of Nations and Regions] Ops --> Serv[Services] LIR --> NI[Northern Ireland] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Ensure that all financial, admin and IT systems and processes are fit for purpose, based on ongoing learning and improvement and compliant with GDPR, H&S and financial requirements. Assist with the production of an annual budget, monitoring management accounts, and manage all financial processes Support the team in all online and face to face activities to reach, engage and support people living with diabetes, healthcare professionals and other stakeholders using a range of platforms. Provide a professional response to all email/phone communication. 	<p>Job and reporting Line</p>  <pre> graph TD ND[National Director] --> VOM[Volunteer & Outreach Manager] ND --> PCIM[Policy and Care Improvement Manager] ND --> PCPAM[PR Comms & Public Affairs Manager] ND --> OMA[Office Manager/Executive Assistant] ND --> NCA[National Care Advisor] VOM --> VSO[Volunteer Support Officer] VOM --> YCO[Youth Coordinator OLOV] YCO --> YWO[Youth Worker OLOV] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 35 Pay range Band: 6 	
<p>Key working relationships internal NI team, Central Office depts particularly IT, Finance, CCC, Fundraising.</p>	
<p>Key working relationships external People living with and affected by diabetes and their carers, healthcare professionals, community groups and organisations, and the general public</p>	

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Collaborating with Colleagues	Managing resources	Communicating with Others	Managing & Developing Self
<ol style="list-style-type: none"> 1. Work closely with the team to understand their needs and provide an admin service which supports the delivery of the NI Plan. 2. Provide support to the team in reaching, engaging and supporting people living with diabetes, HCPs and other stakeholders both face to face and online, making appropriate use of a wide range of technology and platforms 3. Work closely with the National Director and colleagues to plan, coordinate and record meetings, events and other activities, including NIAC 4. Ensure that appropriate admin arrangements are in place to support colleagues in their external work including the Diabetes Network. 	<ol style="list-style-type: none"> 5. Assist in the preparation of all annual budgets, monitoring management accounts and providing reports as required, and manage all financial processes including petty cash, POs, invoices, payments and reconciliations to a professional standard 6. Ensure effective processes are in place that support accountability, governance and reporting requirements 7. Ensure that all aspects of H&S are managed effectively including risk assessments and reports as required. 8. Ensure the smooth running of the office including supplies and liaising with the property management company and other external service providers. 	<ol style="list-style-type: none"> 9. Clearly communicate as the first point of contact for supporters or customers engaging for the first time and having the ability to understand or clarify the nature of the query, and to respond in a way which encourages people to see us as their trusted source of information. (S) 10. Respond to people using a range of tools including phone, email and social media. 11. Work closely with the National Director to provide the appropriate level of Executive PA and admin support. 	<ol style="list-style-type: none"> 12. Be self-motivated and able to plan and manage own workload 13. Manage time effectively with an ability to juggle competing deadlines and prioritise appropriately whilst responding in a timely and professional manner to all enquiries. (S)

Skills, knowledge, experience and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Collaborating with Colleagues	Managing resources	Communicating with Others	Managing & Developing Self
<ol style="list-style-type: none"> 1. Experience of supporting a busy team with competing demands. 2. Demonstrated ability to collaborate with colleagues to understand their admin needs and implement systems and processes in place to provide support, maintain records and generate reports in to ensure the smooth running of the service (S) 3. Ability to work with colleagues to ensure all responses to enquiries are timely and accurate, and people are signposted appropriately, both internally and externally. 	<ol style="list-style-type: none"> 4. Proven experience of office and administrative IT systems, including spreadsheets, databases, email, and PowerPoint with high standards of accuracy. (S) 5. Assisting in budget planning, reviewing management accounts, producing and analysing financial data in a range of formats and managing financial processes such as, processing POs, invoices, petty cash, payments (S) 6. Experience of ordering and managing supplies and dealing with suppliers and service providers. 7. Experience of managing H&S processes including risk assessments (desirable) 	<ol style="list-style-type: none"> 8. Strong knowledge on using a range of online platforms e.g., Microsoft Teams and Zoom, to facilitate meetings and events including, but not exclusive to, invitations, breakout rooms and surveys, and a willingness to explore and test new systems and tools to support meaningful engagement (S) 9. Ability to build effective working relationships at all levels both internally and externally, whilst demonstrating a high level of discretion when dealing with confidential matters. 10. Proven ability to produce high quality reports, presentations and other documents tailored appropriately depending on the audience and using a range of systems and tools. 	<ol style="list-style-type: none"> 11. Demonstrate a flexible and proactive approach with an ability to work on own initiative. 12. Excellent organisational skills including the ability to plan, prioritise and deliver on both day to day and longer-term objectives 13. Confidently demonstrate personal initiative with the ability to assess when tasks or issues should be escalated. 14. Experience of providing a first line response to people reaching out to the organisation for support demonstrating compassion and openness.

Qualifications – Qualifications you need to carry out this role

Clean driving licence and access to a car for work purposes (Desirable)