



Job Description

Job title:	WLM Central Office Manager
Line Manager:	Head of Central Services
Hours:	36.5 per week
Salary:	£30,296 - £34,259
Location:	WLM Central Office, 19 Thayer Street, W1U 2QJ

About WLM:

For 130 years the West London Mission (WLM) has developed innovative services for some of London's most marginalised people.

Today, WLM delivers pioneering services which transform the lives of thousands of people affected by homelessness, poverty and trauma. We run specialist housing for people with alcohol dependency, people coming out of prison and for homeless people who have served in the military. Our community services include a busy centre for rough sleepers in Seymour Place in Marylebone, an affordable counselling service and a financial resilience programme. From our central office at Hinde Street Methodist Church, we host over 60 different weekly 12 Step Recovery groups.

Our approach is rooted in an inclusive Christian ethos and we keep the needs of the people who use our services at the heart of all we do.

Summary of post:

This post is responsible for the oversight of WLM's Central Office: to ensure it is an efficient central resource for all WLM's services and churches and that it offers a welcoming and high quality service to all those coming to Hinde Street Methodist Church.

The key areas of responsibility are:

Main duties and responsibilities:

- 1. Managing the central office as the key point of contact for WLM, Circuit and Churches.**
 - 1.1 To maintain effective communication with anyone contacting the Central office, such external partnerships, WLM staff and other stakeholders.
 - 1.2 To ensure that all messages and correspondence coming into central office are channeled correctly to the right teams or people.
 - 1.3 To ensure that all visiting contractors on the site are received and managed appropriately, working collaboratively with the Hinde Street Caretaker.

- 2. Responsibility for the customer facing service of WLM.**
 - 2.1 To ensure a warm, welcoming and inspiring reception service greets all visitors, users and stakeholders of WLM and Hinde Street Methodist Church.
 - 2.2 To ensure that key messages and branding are up to date and actively present in reception and in all communications sent on behalf of WLM and Hinde Street Methodist Church
 - 2.3 To ensure that up to date material regarding WLM and church activities is available and presented well at reception and throughout the building

2.4 Ensuring full cover is available to reception at all times, utilizing resources agreed with the Head of Central Services and Church volunteers.

3. Management of Administrative support to the Superintendent Minister and Hinde Street Minister.

- 3.1 Ensuring appropriate administrative support is available to both Ministers
- 3.2 To help manage both the Ministers' electronic diaries and supporting them in arranging events and meetings as required.
- 3.3 Assisting with the administration required for Circuit and Church meetings.
- 3.4 Dealing with queries in Ministers' absence and acting as authorised by them.
- 3.5 Dealing with correspondence as required.
- 3.6 Maintaining oversight of electronic systems used in administrating church membership and duties, using reports as required.

4. Managing an efficient and effective Central Office function

- 4.1 Developing and supervising efficient and effective office systems.
- 4.2 Management and development of the *Churchsuite* database.
- 4.3 Delegating work appropriately to the Receptionist/Administrator.
- 4.4 Ensuring production of communications such as the Circuit Directory, *Cross Currents* internal magazine (3 x a year), newsletters, appeals and information about Hugh Price Hughes lectures, meet appropriate deadlines.
- 4.5 Taking responsibility for budget management and administration in respect of office management activity.

5. Oversight of Lettings partnerships and arrangements at Hinde Street Church.

- 5.1 Offering a professional and efficient service with sensitivity to the needs of groups and organisations using the premises and ensuring that arrangements are fully understood by both parties.
- 5.2 Ensuring enquiries for the use of premises are effectively managed and appropriate documentation is issued and recorded.
- 5.3 Implementing policies relevant to use of church and circuit assets and drafting procedures to ensure they are operational.
- 5.4 Maintaining oversight of electronic systems used in administrating church membership and duties, using reports as required.
- 5.5 Ensuring the basements rooms are kept tidy and that material presented on the walls represents WLM and Hinde Street well.
- 5.6 To build relationships with the regular group leaders and to organize an annual meeting of coordinators to discuss the partnership with the church

6. Other Duties

- 6.1 To adhere to WLM's Equal Opportunities Policy and Health and Safety Policy in all aspects of the work.
- 6.2 To work collaboratively with other WLM staff and volunteers.
- 6.3 To adhere to West London Mission's Code of Conduct.
- 6.4 Management and Support: Attending supervision and participating in training both internal and external
- 6.5 To undertake such other duties, consistent with the role as may be reasonably required.

PERSON SPECIFICATION: WLM Central Office Manager

We are seeking an Office Manager who can demonstrate the following competencies to a high level and is committed to using them to the full in this role. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies.

• Client focus	• Administration and IT
• Organisation and planning	• Management of relationships with external agencies
• Initiative and creativity	• Coordination of projects
• Communication	• Strategic and organisational awareness
• People management	• Leadership

Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point in order.

The following criteria would be considered **essential**:

1. Experience

- 1.1 Experience of line managing staff
- 1.2 Experience of developing and overseeing sound administrative and office systems
- 1.3 Experience of customer care and providing a high quality service
- 1.4 Experience of organizing diaries and liaising with a wide group

2. Personal qualities

- 2.1 A strong commitment to all WLM's values (see WLM website)
- 2.2 An understanding of WLM's inclusive Christian ethos and how this works in practice
- 2.4 A can-do and positive approach to changing demands and situations
- 2.5 Ability to deal with demanding or challenging people in an appropriate way
- 2.6 Ability to build positive relationships with a wide range of stakeholders

3.0 Skills

- 3.1 Excellent time-management
- 3.2 The ability to make sound decisions and work on own initiative
- 3.3 Experienced and proficient use core IT packages – Outlook, Word, Excel and Publisher
- 3.4 Ability to use MailChimp software, Churchsuite
- 3.5 The ability to manage and motivate staff
- 3.6 The ability to work flexibly and responsively to a range of stakeholders

4.0 The following would be considered desirable:

- 4.1 Experience of working within a church setting and overseeing volunteers
- 4.2 Experience managing databases
- 4.3 Experience of Personal Assistant-type work
- 4.4 Experience of working alongside church leaders and church volunteers