



South West Action for Learning and Living Our Way

Patron John Cullum DL

The Old Engine House, Old Pit Road, Westfield, Radstock BA3 4BQ

Office Supervisor at SWALLOW Charity

Thank you for your interest in SWALLOW Charity. We are a local charity based in Westfield, carrying out our work within Bath and North East Somerset. This role provides an exciting opportunity to make a direct, positive difference to local teenagers and adults with learning disabilities.

SWALLOW was founded in 1993 and the charity now supports over 130 members, providing tailor-made support to enable them to live their lives to the full as independently as possible.

SWALLOW is user-led which means that our members are at the heart of everything we do. Our members have a say in all of the courses, activities and events that we run. This role is integral to empowering every individual and to maintaining the high standards and variety that our members expect from us.

To apply for this job please download the Job Description, Person Specification, and our Application and Monitoring Form.

Please return your completed Application and Monitoring Form to:

Lucy Gilbert SWALLOW

The Old Engine House

Old Pit Road

Westfield

BA3 4BQ

Email: LucyGilbert@swallowcharity.org

Deadline for Applications is Tuesday 4th May 2021

Any enquiries including a breakdown of hours, can be made to Lucy Gilbert on 01761 414034.

We look forward to receiving your application,

Yours faithfully

Michelle Cox Human Resources Manager



SWALLOW is working to make sure that teenagers and adults with learning disabilities live the lives they choose, through user led support.



Job description for Office Supervisor

Job Title:	Office Supervisor
Hours:	32 hours per week Monday, Tuesday, Thursday and Friday 9.00am-5.00pm
Department:	SWALLOW Office
Location:	The Old Engine House, Old Pit Road, Westfield, BA3 4BQ
Reports to:	Chief Executive
Pay:	Senior Pay Scale – starting rate £10.38

Job Purpose:

The Office Supervisor will be responsible for overseeing the daily upkeep and running of the SWALLOW offices.

The post holder will ensure that office staff have the equipment and environment to perform their duties to the best of their ability whilst adhering to health and safety legislation to ensure it is a safe environment for members and staff.

They will work alongside the Deputy Registered Manager (or in their absence the Registered Manager) to oversee infection control/prevention across SWALLOW.

They will be the first point of contact for all visitors to SWALLOW, both on the telephone and in person as well as providing secretarial and administrative support to the Chief Executive.

Responsibilities:

Office maintenance

1. Manage repairs, maintenance and moving.
2. Liaising with the handyman to arrange/plan repairs.
3. Manage day to day computer and telephone issues, maintaining a log of these and liaise with our computer support and telephone support company to ensure that issues are dealt with and cyber security is updated and monitored.
4. Liaise with the photocopy lease company.
5. Order fuel oil as needed.
6. Oversee the cleanliness of the offices, organise a deep clean when necessary.
7. Monitor equipment needs for the office staff, price and purchase new items.
8. Ensure that health and safety is being adhered to in the office and work with the health and safety officer to implement any changes.
9. Fire officer duties for the offices, ensure regular checks and tests are carried out and full fire safety records are kept.
10. Maintain clear health and safety records.

Infection control/prevention

1. Order and oversee supplies of PPE/cleaning products for the whole of SWALLOW.
2. Review policies and procedures for infection control
3. Ensure safe practices are being followed, at all times, in relation to infection control/prevention.
4. In the event of outbreak work alongside the senior management team to identify the source and implement control measures to prevent spread or recurrence.
5. Carry out spot checks to ensure compliance.

Events and meetings

1. Organise events and coordinate the scheduling of meetings - preparing papers for meetings, producing relevant reports and ensuring the managers are well prepared for meetings.
2. Type up the minutes/action points from meetings and take notes as required.
3. Members' support – plan, book and arrange, alongside the Chief Executive and Senior Management Team, the Management Committee meetings, Evaluation Days and AGM.
4. Plan and co-ordinate office staff meetings and full staff meetings and take and distribute minutes of full staff and office meetings.

Reception

1. Answer the main office telephone and communicate messages, including screening calls for Chief Executive to minimise disruption.
2. Welcome visitors and prepare the meetings rooms.
3. Greet members on their arrival and direct them to their courses/activities.
4. Supervise and support the Rota Administrators and oversee the implementation of "Care Planner" (our rota system) to ensure that we have rota cover.
5. Manage, review and maintain filing and office systems.
6. Frank and post outgoing office post and date stamp and distribute incoming office post and parcels on a daily basis.

General

1. Supervise and oversee the whole office rota ensuring the administrators and seniors have managed to find staff cover for shifts required and report to the SMT if this has not been possible.
2. To ensure the smooth running of the SWALLOW office, check that the main office and 5a, 5b and 5c have all got adequate staffing.
3. Attend staff meetings and senior support meetings as part of the senior team
4. Undertake any other duties as may be required to assist in the smooth running of the charity
5. Support the office volunteers.

Other Information

General

All SWALLOW employees are expected to comply with statutory requirements and SWALLOW's employment policies while carrying out their work. This post is one of continual development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of the organisation.

Equal Opportunities

The post holder must at all times carry out his/her responsibilities with due regard to SWALLOW's Equal Opportunities Policy.

Performance Review

Overall performance will be formally assessed and reviewed regularly, with additional informal assessment taking place as necessary.

Health & Safety

All employees are subject to the Health and Safety at Work Act. The post holder is required to pro-actively comply with their duties as described by SWALLOW's Policy and objectives for health and Safety.

Confidentiality

All employees are required to work in a confidential manner in all aspects of their work.



SWALLOW Ltd
Person specification for Office Supervisor

The following skills are considered essential:

- To have the ability to listen to and respect people with learning disabilities.
- Discretion and confidentiality
- The ability to work under pressure / previous experience of working within a fast-paced Administration role.
- Strong Microsoft office skills in particular PowerPoint, Excel, MS Word and mail merge
- Organisation and time management skills together with the ability to work to deadlines.
- Self-managing, proactive and able to use own initiative.
- Someone who demonstrates the ability to work well within a team with an organised, methodical and professional approach to work.
- To have a flexible and adaptable approach and the ability to think laterally.
- The ability to maintain accurate records and personal information
- Excellent communication skills and the ability to liaise with families, carers, staff and other professional agencies, building relationships whilst maintaining professional boundaries
- GCSE's grade c or above (or equivalent) in Maths and English

The following skills are considered desirable:

- Experience in electronic diary management
- Agenda co-ordination
- Previous experience of working with people with learning disabilities
- Knowledge of the Data Protection Act
- Using Easy English and symbols in order to produce accessible information for adults with learning disabilities - or be willing to learn
- Previous experience of supervising staff