**Job Description – Offices Manager – East Ayrshire Citizens Advice Bureau**

* **Job Title:** Offices Manager
* **Responsible to:** Chief Executive Officer
* **Salary range:** £33,000 - £36,000
* **Work pattern:** 35 hours per week
* **Location:** Kilmarnock with regular working from Cumnock

# **Key responsibilities**

The Offices Manager will be responsible for the smooth running of East Ayrshire CAB’s offices in Kilmarnock and Cumnock. The postholder will line manage reception and administrative staff, ensure that both offices are welcoming, safe, efficient and compliant, and lead on matters relating to health and safety, data protection, facilities management, and internal systems.

Reporting to the Chief Executive Officer, this role will ensure that the administrative and facilities operations of the bureau are well-organised, support effective service delivery, and meet internal and external standards.

**Main duties and responsibilities will include but are not limited to:**

**Office Operations**

* Ensure the effective day-to-day functioning of both CAB premises
* Act as main point of contact for landlords, trades, and contractors
* Oversee all property-related matters including cleaning, maintenance, repairs, security and utilities
* Manage equipment and office systems, ensuring that facilities meet operational needs
* Ensure appropriate risk assessments and safety checks are in place and reviewed regularly

**Reception and Administration**

* Line manage and support admin and reception staff across both sites
* Ensure a high-quality reception and triage service for clients
* Manage rota cover and resourcing for front-of-house services
* Coordinate the implementation and maintenance of internal administrative systems and procedures
* Maintain and monitor shared office calendars, room bookings and meeting logistics

**Health & Safety and Compliance**

* Hold delegated responsibility for Health & Safety compliance, including risk assessments, incident reporting and emergency planning
* Act as the bureau’s Data Protection Officer
* Ensure compliance with GDPR and relevant data handling protocols
* Keep up-to-date policies and procedures in place and ensure implementation across the organisation
* Oversee secure storage and accurate maintenance of personnel and volunteer records

**Support to Senior Management and Governance**

* Provide administrative support to Board and committee meetings including preparation of papers and minutes as required
* Support with the administration of the AGM and strategic planning events
* Contribute to reports for the Chief Executive Officer and Board
* Maintain registers of complaints and lobbying activity; report annually to CAS and Scottish Government
* Support recruitment, induction and record-keeping for admin staff and volunteers

**General Duties**

* Manage occasional short-term operational projects as required
* Promote a culture of health and safety, compliance, and continuous improvement
* Deputise for the Chief Executive Officer where appropriate in matters related to facilities or administration
* Carry out any other reasonable duties as required by the Chief Executive Officer

**Person Specification – Offices Manager**

**Experience and Qualifications**

**Mandatory**

* Experience managing office operations, including facilities and reception
* Line management experience, including supporting staff performance and development
* Experience maintaining organisational policies and systems
* Understanding of data protection legislation and responsibilities (GDPR)
* Experience working with external suppliers and contractors
* Experience providing administrative support to senior managers, boards or committees
* High degree of IT literacy, including use of Microsoft Office and office systems
* Knowledge of Health & Safety regulations and practical implementation

**Desirable**

* Combination of education and experience to SCQF Level 10 or equivalent
* IOSH Health & Safety qualification or willingness to achieve it
* Experience supporting HR processes such as recruitment, onboarding or records management
* Experience working in the voluntary or advice sector
* Experience managing procurement or office budgets
* Driving licence and access to transport

**Skills and Attributes**

* Effective leadership and management skills
* Excellent organisational and time management skills
* Strong written and verbal communication skills
* Excellent interpersonal skills and ability to work across teams and with external partners
* High attention to detail and commitment to quality
* Ability to work on own initiative, prioritise workload and manage pressure
* Analytical skills; able to interpret data and identify trends
* Ability to implement and monitor administrative systems
* Commitment to equality, diversity and inclusion
* Professional, dependable and flexible approach

**Additional Requirements**

* This post is subject to a satisfactory Basic Disclosure
* Ability to travel between sites as required
* Occasional evening or weekend work may be required