



Job Description

Post	Office Manager & PA to Managing Partners
Terms	Flexible working (e.g. 09.30 to 15.00 to fit around child care etc.) or full time (09.00 - 17.30 Monday to Friday) – we are open to a range of options.
Salary & Benefits	c£22,000 plus 3% contributory pension and 27 days paid holiday (if full time – pro-rated based on hours worked if not full time).

0 About Innovation Unit and Background to Role

Innovation Unit (www.innovationunit.org) is the innovation unit for public services. As a not-for-profit social enterprise we're committed to using the power of innovation to solve social challenges. We have a strong track record of supporting leaders and organisations delivering public services to see and do things differently. They come to us with a problem and we empower them to achieve radically different solutions that offer better outcomes for lower costs.

We are based in CAN Mezzanine in East Road, London N1 and share open plan office space with a variety of other not-for-profit social enterprises and charities.

We have recently expanded our office space and are now seeking a reliable Office Manager and PA to support our two Managing Partners.

We are a very friendly and informal organisation and the position would suit a person who enjoys organising things and getting things done as well as who has good attention to detail and enjoys working as part of a team.

We have about 16 staff and a wider team of Associates who support delivery of our work.

If you are highly ambitious to progress up the career ladder quickly this is not a role that would suit you given our size. However, if you are seeking find a fulfilling job with a social led mission, to work in a professional environment with a variety of interesting people with a range of background and skills, want to work locally, want to combine work with child care or carer responsibilities or are returning to work after a career break etc then this role could offer you a great opportunity.

1 Job Purpose

There are two key aspects to the role;

- Responsibility for managing Innovation Unit's office environment.
- Acting as PA to our two Managing Partners.



2

Duties and Responsibilities**Office Management**

- Supporting the smooth operation of Innovation Unit's offices in terms of tidiness, availability of materials, welcoming of visitors and provision of refreshments etc.
- Managing access to and storage of the Innovation Unit's publications, magazines and stationery.
- Ordering of stationery for Innovation Unit.
- Answering telephone and directing calls.
- Attend training as fire warden for the Innovation Unit's offices.
- Maintenance of documentation in relation to the Company's Health and Safety obligations (e.g. Accident Book).
- Liaise with CAN Mezzanine and attend forum meetings where tenants meet up and discuss issues and updates related to office accommodation.

PA to Managing Partners

- Organising the two Managing Partner's very busy diaries to maximum effect.
- Organising meetings and events with internal colleagues and external partners.
- Ensuring that the Managing Partners are appropriately briefed for meetings, proactively sourcing, locating and collating appropriate papers.
- Handling of correspondence and enquiries from important contacts.
- Co-ordinating complex travel and accommodation arrangements.
- Handling confidential material; exercising discretion and tact.
- Fielding telephone enquiries from potential customers and senior staff from partner organisations.
- Maintaining records of contacts, visits and meetings on the Company's database.
- Providing top quality administrative support and general office duties including room bookings, drafting letters, typing, filing, photocopying and providing refreshments for meetings and ad-hoc reception duties.
- Correspondence management (including emails).
- Ad-hoc attendance at meetings and note taking.

Project & Event Support

- Provision of ad-hoc support and general administration to projects and internal / external events that Innovation Unit may be running.

3

Person Specification

- Innovation Unit is a small team which requires flexible working, co-operation and support.
- Good Microsoft Office skills, especially MS Excel, Ms PowerPoint and MS Outlook
- Good written and spoken English.
- Ability to work under pressure and to deadlines.
- Excellent verbal skills and telephone manner – a customer service orientation and problem solving focus.
- Excellent organisational skills.
- Ability to use initiative and resolve issues with tact and good humour.
- A responsible and confident approach to internal and external enquiries.
- Ability to pay attention to detail as well as maintaining overall perspective.
- Resourcefulness.
- Very reliable.



- Discrete, professional and able to display sound judgment and maturity .
- Ability to work as one of a team, including with others who are working remotely.
- Confident working in a busy environment with competing priorities and demands.
- Personal effectiveness, including ability to work accurately and effectively under pressure.
- Strong interpersonal skills, including tact, discretion, confidentiality and sensitivity.
- Confidence and discretion in dealing with senior external partners, both face to face and over the telephone.
- Interest in social issues and the work of Innovation Unit.

5 How to apply

To apply for this role, **please email a CV and a covering letter demonstrating how you meet the requirements outlined in the person specification (above)** to Gareth Wynne, Company Secretary, gareth.wynne@innovationunit.org

The closing date for applications is Friday 19th October at 17:30 and interviews will take place at the end of October.