



# Office Manager Rock Pool Life CIC

# Office Manager for Rock Pool Life

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**Salary :** £32k- £37k + pension

**Contract:** 37.5 hours per week – with some occasional flexibility

**Location:** The Laboratory, Freshwater Quarry, Brixham, Devon, TQ5 8BA with 1 day a week at home

**Benefits:**

- 33 days holiday per annum including Bank Holidays.
- Company Pension
- Health Insurance
- Sick pay
- Re-location assistance

**The Company**

Rock Pool Life C.I.C was founded by the current C.E.O., Sue Penna, in 2017, and has rapidly become one of the UK's leading agencies providing training to front-line staff in the public and voluntary sectors on domestic abuse and trauma.

The company is growing with an estimated £1m turnover this year.

We have a small core staff team with training being delivered by a pool of high-quality associate freelance trainers.

Our Operations team ensures we deliver a premium training experience for our clients as is demonstrated by the extremely high level of satisfaction we receive in client feedback.

**Staff team consists of:**

- CEO (Full time) – mainly works remotely
- Finance and Business Manager – mainly works remotely (0.4 fte)
- Marketing Manager (freelance – currently being appointed)
- Training Manager/Finance worker (full time)
- Sales Manager – works mainly remotely (0.8 fte)
- Administrative assistant (0.6 fte)
- Stock and distribution assistant (0.4 fte)
- 3 Trauma-Informed Practitioners working for Hampshire Police Service

Working for us offers a unique opportunity to be part of a dynamic and committed staff team who are passionate about making a difference in the world. With a commitment to innovation and excellence, we provide a supportive and collaborative work environment that empowers our employees to develop their skills and build their careers.

# Job Description

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## **Key Accountabilities and Responsibilities:**

### **Co-ordinate meetings**

- Organise and lead weekly Operations meeting,
- Organise business quarterly review meetings
- Provide administrative support to board of trustees, organising meetings, circulating minutes, attend meetings and take minutes (Board to be put in place late 2024/early 2025)

### **Support other staff teams**

- Co-ordinate workflows between other teams
- Track progress of work on Monday.com.
- Provide extra administrative and research support to marketing, sales and training departments as required
- Provide administrative/P.A. support to CEO
- Be first point of contact for general enquiries – redirecting as appropriate
- Ensure that there are sufficient office supplies
- Liaise with other staff teams to ensure website is up to date

### **Governance**

- Develop and maintain a business risk register, asset register and business continuity plan.
- Oversee compliance with General Data Protection Regulations, employment law and health & safety law and all other regulations which are relevant to the business.
- Research and manage the process for relevant external certification or accreditation e.g. Living Wage/B Corp/ISO.
- Co-ordinate the review and updating of company policies on an annual cycle
- Co-ordinate production of annual report to CIC regulator

### **Human resources**

- Manage the recruitment, onboarding, and induction of new staff and be the general contact and administrator for all staffing issues.
- Manage BreatheHR (<https://www.breathehr.com/en-gb/>) to set up new starters, leavers, co-ordinate shift patterns/working from home and holiday allowance.
- Commissioning advice from HR lead contact
- WPA health insurance contact and manage annual renewal
- Lead on all aspects of Health and Safety for the Organisation
- Provide admin for Rock Pool WhatsApp group

# Job Description

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## **ICT Lead**

- Responsible for purchasing of software licences, replacement computers, printers, etc
- Liaison with ICT support service
- Manage input and analysis of various project management and timesheet software
- Ensure we are making best use of ICT to maximise efficiency

## **Data**

- Maintaining sensible and orderly filing and archive system (currently Dropbox)
- Provide data as requested for other staff teams
- Ensure and monitor data security and compliance with GDPR – see above

## **Office Management**

- Procurement and supplier management including researching and contracting best value for money suppliers
- Liaison with landlord
- Manage the office environment including liaison with landlord regarding repairs maintenance

## **Project Management**

- Tracking budgets and progress on large contracts
- Occasional co-ordination of small projects and events

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post and capabilities.

# Person Specification

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## Skills/knowledge

### Essential

- Three years' experience of working in a similar role
- Organised, great time management skills and an expert multi-tasker
- Ability to judge priorities and deal with the demands of a busy office
- Able to work independently and on own initiative
- Able to work flexibly and adapt to changing circumstances.
- Line Management experience
- Effective Interpersonal skills
- Effective verbal and written communication in English
- Good basic maths skills
- Attention to detail and high accuracy
- A good knowledge of Microsoft 365 office IT software and able to learn new software applications

### Desirable

- Relevant qualifications in Business management/Operations management
- Experience in project management

## Personal Qualities

### Essential

- Work in a manner that upholds Rock Pool's core values and ethos
- Excellent customer service skills
- Logical and able to use own initiative to problem solve
- Good team player who is supportive and self-motivated
- Ability to remain calm and cheerful under pressure
- Willingness to work in a changing environment
- Understanding the need to maintain confidentiality and discretion
- Excellent time keeping

## Circumstances

### Essential

- Able to work from Brixham Office
- Ability to work additional hours when needed and required

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be short listed for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at interview.

# Want to apply?

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**If what you have read sounds exciting, then please tell us more about yourselves and what you believe you can bring to Rock Pool Life.**

The appointment will be in two stages.

- An initial application
- Short-listed candidates will be invited for interview – to make a presentation and answer questions.

## **Initial Application**

Please send us a detailed CV and

- A statement of how you think you meet the essential criteria for the post (as described above)
- A statement, no more than 500 words of what you think you will bring to the post.
- Two references – including where relevant your current employer. (References will not be taken up until shortlisting and only with applicants permission)

## **Timescales**

The closing date for applications is **Friday 12th April at 12.00 a.m.** Applications to be sent to **sue@rockpool.life**

Successful shortlisted candidates will be informed by **Wednesday 17th April.**

Interviews will be held at the Brixham office on **23rd April.**

Successful candidate will be informed by **24th April.**

Requests for further information can be made up to and including Wednesday 3rd April to **claire@rockpool.life** . All answers will be shared on Friday 5th April.