

HASTINGS VOLUNTARY ACTION (HVA)



JOB DESCRIPTION (October 2025)

Job Title:	Office Manager
Responsible to:	Deputy Director of HVA
Location:	Jackson Hall, Portland Place, Hastings, TN34 1QN
Hours:	21 hours per week (note: A full time working week at HVA is 37 hours) Working days to be agreed, but would ideally be Mondays, Tuesdays, and Thursdays (typically 9am to 4pm, with an unpaid lunch break)
Salary:	NJC scale point 8 (currently £26,403 FTE), rising to scale point 11, depending on performance and funding
Duration:	Permanent contract, subject to funding and performance
Holidays:	27 days plus bank holidays (pro rata)
Pensions:	HVA will match contributions of up to 7% of annual salary towards a mutually agreed pension scheme.
Other:	This role will work with an Events Administrator to ensure that tasks are covered throughout the week.

OVERALL PURPOSE OF JOB

To provide HVA with administrative support for the effective smooth running of the charity. The Office Manager will manage the reception at HVA's premises and will often be people's first point of contact at HVA. The Office Manager will work closely with other members of staff and volunteers.

MAIN DUTIES

1. Manage the reception at HVA's premises, including welcoming visitors and tenants, answering telephone calls and email and social media enquiries, handling post and mailbox service, and keeping the reception area presentable.
2. Manage the hire of meeting rooms and equipment at HVA's premises (currently Jackson Hall and Central Hall), including publicising HVA's services, setting up the rooms before any booking, tidying up afterwards, and supervising the keeping of accurate records for room bookings and equipment hire to inform and support HVA's Finance Manager.
3. Maintain and develop appropriate filing systems and information resources. Update records on HVA's database on a regular basis, including maintaining HVA's mailing lists. Circulate information as required, by email, social media, telephone or post.

4. Support colleagues to publicise information about HVA services (e.g. by creating leaflets, using social media, updating HVA's website, updating other people's websites).
5. Run HVA's mailbox service for local charities and community groups.
6. Ensure that minutes are taken at meetings including HVA team meetings.
7. Support and supervision of any HVA office volunteers with their role on HVA's reception and with admin tasks. (on your working days).
8. Support HVA's Deputy Director with day to day supervision of the work of HVA's cleaning staff.
9. Carry out routine health and safety checks in HVA's premises, and ensure that visitors, hirers and tenants follow HVA's health and safety procedures.
10. Assist the Finance Manager to arrange the maintenance and repairs of buildings, offices and equipment.
11. Acting as a First Aid appointed person for HVA (with training). Ensure that First Aid boxes are kept stocked, and records of First Aid training are up to date.
12. Purchase and maintain stocks of stationery, refreshments, cleaning products, etc
13. Manage keys/fobs for the building, including maintaining a register of them.
14. Maintain a register of the organisation's assets (including computers and other electronic equipment).

GENERAL DUTIES

1. Helping to ensure that HVA is operating as smoothly and efficiently as possible.
2. Attending and participating in HVA meetings as required e.g. team meetings, supervision sessions, review days, etc.
3. Undertaking any other duties as required which are in line with the post.

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PERSON SPECIFICATION

JOB TITLE: Office Manager

You will need to demonstrate on the job application form and in the interview that you have many of the following experience, skills, attitudes and qualifications.

EXPERIENCE

Essential

- Experience of general office and administrative work in a busy environment.

Desirable

- Experience of updating databases and websites and social media
- Experience of organising meetings or events and associated administration.
- Experience of taking minutes at meetings.
- Experience and/or understanding of working in the voluntary sector.
- Experience of supporting and supervising volunteers

SKILLS

Essential

- Excellent ability to use the Microsoft Office suite, incl. Word, Excel and Powerpoint.
- Ability to create written documents with attention to detail.
- Good communications skills (in person, on the telephone and in writing).
- Good customer service skills.
- Good organisational skills.

ATTITUDES

Essential

- A flexible approach to work and a willingness to learn.
- Ability to use initiative and be self-motivated.
- Ability to work as part of a team.
- Ability to work with a diverse range of people, some of whom need extra support
- A friendly, polite and non-judgmental attitude to people.
- Ability to work under pressure and maintain a positive attitude to work.
- Awareness of professional boundaries and confidentiality
- Tact, diplomacy, and assertiveness where appropriate

OTHER REQUIREMENTS

- Occasional travel within the Hastings area
- Occasional evening and weekend work may be required
- Willingness to undertake further relevant training.

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