

# Application pack for Office Manager

September 2024



## 1 Introduction

Thank you for finding out more about the Office Manager position and our company, Cordis Bright.

**We are looking for a person who really wants to become part of our team and make an important contribution to our success through a keen attention to detail, having a high level of accountability, successful previous experience, and being comfortable working in a flexible and fast-paced atmosphere and with a wide variety of responsibilities.**

Some things to know:

- We have been running for more than 25 years.
- We currently have around 35 permanent staff and a small group of associates that we work with regularly.
- Our office is in the heart of the city, next to Smithfield market and what will one day be the Museum of London. We are surrounded by stations including Farringdon, Barbican, St Paul's and City Thameslink.
- We undertake research and consultancy which we believe makes a real difference to people's lives. This means at any one time we are working on multiple projects, many of which will require some administrative support such as booking travel, organising and timetabling interviews, and help in organising workshops.
- Alongside our projects is all of the day-to-day administration needed to run a successful small business. For example, office operations, HR support, business development support, compliance with regulations, IT and health and safety.
- We can design the role to be suitable for part-time (minimum of 21 hours per week) up to full-time (35 hours per week). We are happy for the Office Manager to work remotely for about half of their time each week, but we will need you to have some flexibility depending on what is happening at the time.
- We will pay up to £41,400 per year for the right candidate. We also allocate a third of our profits each year as profit share for all staff, including the Office Manager. Obviously, the amount varies depending on how much profit we make, but it's usually between 4% and 8% of salary.

- There are 25 days holiday per year (pro rata), plus Bank Holidays. We also close the over Christmas which adds an additional five days a year.
- We provide a range of benefits to all employees including life assurance, enhanced sickness benefits, season ticket loans. For eligible employees, we offer enhanced maternity, paternity, co-parental or adoption leave equivalent to an additional four weeks of leave at 100% of pay to be used within one year of the birth of the child (or equivalent).
- If you opt in to the Cordis Bright pension scheme, Cordis Bright makes a contribution of 5% of gross salary. Employees contribute 2% of their salary in order to comply with national requirements in relation to workplace pensions. Employees can also pay more into this pension and can also have access to a second Stakeholder Pension if they wish and we provide access to a financial advisor to facilitate this.
- You will have access to our externally-provided employee assistance programme which includes mental health support, physiotherapy, health and fitness planning as well as access to remote GP services (which can be accessed in parallel to your registered GP).

In case you're wondering, our previous Office Manager was with us for seven years, and has decided to follow her passion for politics and is going to work for a newly-elected MP.

We believe this is an exciting and satisfying job, working alongside a team of committed hard working people who really want to make a difference.

We hope when you have read through the rest of this pack that you decide you want to apply.

Finally, we are very happy to have an informal conversation about the job and our company. If this is something you would like, then please get in touch via [recruitment@cordisbright.co.uk](mailto:recruitment@cordisbright.co.uk) and we will arrange a convenient time for one of the senior management team to speak with you.

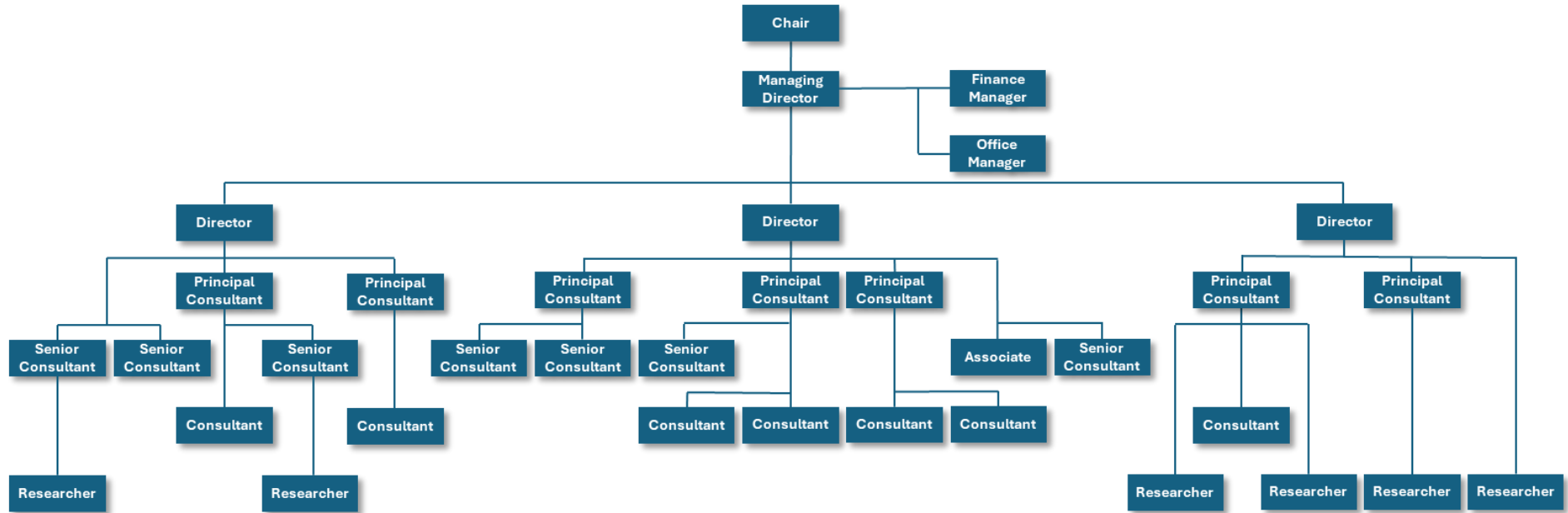
## 2 The Office Manager role

We have tried to describe our Office Manager role as accurately as possible, but like all small companies we are also looking for flexibility and a willingness to help out when the need arises.

The Office Manager will be line managed by our Managing Director (Colin). The role also requires substantial liaison with other Directors (Hannah, Kam, Steve and Tom) and our Finance Manager (Sheila).

In addition, the Office Manager works closely with Principal Consultants, Senior Consultants, Consultants and Researchers to support the delivery of our projects and ensure that the work environment in which we operate is as effective, efficient, safe and pleasant as possible. We have included a structure diagram below.

Team structure



The Office Manager is a core part of our team, providing crucial support to ensure that we deliver high quality research, evaluation, consultancy and advisory projects as effectively and efficiently as possible. Responsibilities fall into six main areas:

- Office operations management.
- Financial management.
- HR support.
- Administrative support.
- Business development support.
- Compliance, IT and health and safety.

There is a high degree of independence, and the Office Manager is encouraged to take responsibility for their own workload. We would also like the Office Manager to proactively seek out opportunities to positively contribute to the development of our business.

Key aspects of the role are outlined in the sections below:

## **2.1 Office operations management**

- Oversee the smooth running of the office on a day-to-day basis, ensuring that all facilities are maintained and that office supplies are well-stocked.
- Manage the office layout, ensuring that the working environment is conducive to productivity and complies with health and safety regulations.
- Liaise with the landlord about all matters relating to the office building.
- Support team members to ensure they are able to work effectively and efficiently at home and during fieldwork.
- Liaise with service providers and suppliers to ensure cost-effective procurement and maintenance of office equipment and services.
- Implement process improvements to enhance office efficiency and productivity.

## **2.2 Financial management**

- Work closely with the Finance Manager to manage office budgets and ensure adherence to budgetary constraints.
- Oversee the buying processes, ensuring that purchases are necessary, cost-effective, and align with the company's financial policies.

### **2.3 HR support**

- Assist in recruitment processes, including posting job advertisements, coordinating interviews, and onboarding new employees.
- Maintain employee records and support the implementation of HR policies and procedures.
- Manage staff welfare initiatives and address any office-related HR issues in collaboration with Directors.

### **2.4 Administrative support**

- Provide administrative support to research, evaluation and consultancy projects, including managing calendars, scheduling meetings, and organising travel arrangements.
- Provide administrative support to directors, including managing calendars, scheduling meetings, and organising travel arrangements.
- Coordinate company meetings, events, and training sessions, ensuring that all logistical aspects are well-managed.
- Draft, review, and distribute internal communications, ensuring that all staff are informed of important updates and initiatives.

### **2.5 Business development support**

- Act as the first point of contact for external enquiries to Cordis Bright from clients and prospective clients and others, ensuring that a professional and courteous working relationships are established.
- Support the full range of business development activities including social media, proactive marketing (e.g. press releases), and proposals (e.g. completing pre-qualification questionnaires).

### **2.6 Compliance, IT and Health & Safety**

- Maintain company policies and procedures, ensuring that all staff are aware of and adhere to compliance requirements.
- Ensure that working arrangements comply with all relevant health and safety regulations, conducting regular checks and addressing any issues promptly.
- Act as the main point of contact for health and safety matters, including organising training and maintaining documentation.
- Work closely with our IT support provider to ensure that we meet all information governance, data protection and security requirements.

## 3 Equality, diversity & equal opportunities

We're committed to boosting diversity across our team and making sure everyone has equal chances in everything we do. Our plan for this is detailed in our [Equality, Diversity and Inclusion \(EDI\) Strategy](#) and our [Anti-Racism Strategy](#). We have a dedicated EDI working group driving next steps, plus specific teams focused on anti-racism, inclusion, and addressing disability needs.

### 3.1 Diversity of our staff team

We believe it is important – and just plain right – to have a team as diverse as the world around us. This mix of identities, backgrounds and experiences not only enriches our workplace but also sharpens the quality and insights of our work. Here's how we're making sure everyone gets a fair opportunity:

- We're casting our net wider when we post job adverts to attract all kinds of talented people.
- We use a blind shortlisting process to cut down on both conscious and unconscious biases.
- We're reviewing job descriptions to zero-in on what really matters for each role.
- We offer flexible and hybrid working options to lower any hurdles to joining us.
- We've rolled-out company-wide training on anti-racism and disability inclusion.
- We host a number of awareness-raising events and observances. For 2024-25, we're focusing on the 16 Days of Activism Against Gender-Based Violence, LGBTQ+ History Month, Learning Disability Week, and South Asian Heritage Month. We've also celebrated Pride, Black History Month, UK Disability History Month, Women's History Month, Neurodiversity Awareness, and Mental Health Awareness.
- We try to match projects with our team members' personal interests and lived experiences to keep everyone engaged and growing.

We're on this journey together, continuously working to improve and make our workplace truly inclusive for everyone.

#### **Guaranteed Interview Scheme**

We are committed to the employment and career development of disabled people.

If you tell us that you have a disability, we can make reasonable adjustments at interview and, if you join us, to where you work and your work arrangements.

We offer disabled applicants the option of requesting that their application is considered under the terms of our Guaranteed Interview Scheme (GIS).

To be invited to interview under this scheme, you must show in your application that you meet all 'essential' criteria. This will be sufficient to progress you to interview. If you wish to apply under the GIS, please highlight this in the application portal. If you do not wish to apply under the GIS, but do require us to make reasonable adjustments at interview, then please also let us know via the portal, with details of what those adjustments will be.

A request under the Guaranteed Interview Scheme does not guarantee you a job. Following the recruitment process, the best candidate will be offered the post.



## 4 What we are looking for from you

The table below shows in greater detail what we are looking for from a candidate.

| What we are looking for from you   | Importance       |
|--|------------------|
| <b>Knowledge and experience</b>  |                  |
| Previous experience of fulfilling an office manager, business manager or similar role to a high standard   | <b>Essential</b> |
| Formal qualification(s) that demonstrates ability to undertake the role  | Desirable        |
| Previous experience of working in a small team environment   | Desirable        |
| Experience in budget management, financial reporting, and liaising with finance functions. Proficient in processing invoices, managing petty cash and overseeing procurement of office supplies, equipment, hotel bookings and transport | Desirable        |
| Previous experience of organising events   | Desirable        |
| <b>Skills</b>  |                  |
| Ability to manage, organise, and prioritise multiple day-to-day tasks to deadlines while maintaining high quality standards  | <b>Essential</b> |
| Ability and willingness to hold and exercise first aid, fire marshal and health and safety responsibilities (training will be provided)  | <b>Essential</b> |
| Excellent verbal and written communication skills.   | <b>Essential</b> |
| Ability to interact positively and professionally with a wide range of customers and other team members.   | <b>Essential</b> |
| Good numeracy and finance skills   | <b>Essential</b> |
| Confident and skilled in the use of the Microsoft Office suite, especially Outlook, Word, Excel, and PowerPoint  | <b>Essential</b> |
| Demonstrated ability to anticipate issues, develop solutions, and implement them effectively within a fast-paced environment   | <b>Essential</b> |
| Experience of maintaining IT systems   | Desirable        |
| Excellent time management and organisational skills  | <b>Essential</b> |
| Ability to support HR functions, including recruitment, onboarding, and employee welfare   | <b>Essential</b> |
| <b>Personal attributes</b>   |                  |

| What we are looking for from you   | Importance       |
|--|------------------|
| Strong self-starter with a high degree of initiative and personal responsibility       | <b>Essential</b> |
| Keen attention to detail in all tasks, ensuring high standards of work quality.        | <b>Essential</b> |
| Ability to handle confidential information with utmost discretion and professionalism. | <b>Essential</b> |
| A proactive, self-motivated outlook and a commitment to delivering high quality        | <b>Essential</b> |
| Committed to equal opportunities   | <b>Essential</b> |
| A strong commitment to the public sector and the provision of public services          | Desirable        |
| An active interest in the sectors in which Cordis Bright specialises                   | Desirable        |

We strive to be a learning organisation and, as part of this, recognise the importance of continuing professional development. We have a successful track record of supporting our team to develop new skills and expand their role. As part of this, we will work with you to establish a personal development plan, which can include a mixture of on-the-job experiences, coaching/mentoring, and formal training. In addition, we hope the Office Manager will be interested in participating in the full range of other CPD opportunities that exist at Cordis Bright, including: our regular programme of project briefings and knowledge exchanges, our monthly programme of company-wide learning, and various working groups on equality, diversity and inclusion, environment and artificial intelligence.

## 5 Applying for the role of Office Manager

All applications must come via our [recruitment portal](#).

The [portal](#) allows you to upload your CV and also answer three questions which will help us understand more about you as a candidate:

- Tell us why you would like to join Cordis Bright. (150 words)
- How does your previous experience demonstrate your ability to become our Office Manager? (250 words)
- Tell us about how your previous experience of IT, including Word, Excel, PowerPoint and Outlook, will help you in our day-to-day role as Office Manager at Cordis Bright. (200 words)

### 5.1 Using the portal

**As part of our commitment to promoting diversity and equal opportunities we operate a blind candidate screening and shortlisting process.** What this means is that when your application is reviewed by the short-listing panel, they don't know your name, gender, age, nationality or ethnicity. All they know is what you have told us about your previous experience and your answers to the three questions.

Please make sure you carefully follow these instructions. We would really like to hear from you and we are unable to take forward applications which don't follow the instructions set out below.

The [portal](#) will ask you to:

1. Provide personal information such as your name, email, telephone, any access requirements you might have to attend the interview or work for us, and whether you wish to be considered under the Guaranteed Interview Scheme. This information will only be seen by our Managing Director.

Upload your CV. **Remember** this can only be a maximum of two sides of A4. It needs to contain a clear timeline of your career to date including periods when you might have been out of work or studying along with your employment history. Do not include your name, home address, age, date of birth, gender, nationality or ethnicity on your CV.

2. Upload your answers to the three compulsory questions and one optional question, please remember to keep to the word count.
  - a. Tell us why you would like to join Cordis Bright (150 words).
  - b. Thinking about the role outlined in the information pack, how does your previous experience demonstrate your ability to become our Office Manager? (250 words)
  - c. Tell us about how your previous experience of IT including Word, Excel, PowerPoint and Outlook will help you in your day-to-day role as Office Manager at Cordis Bright? (200 words)

- d. If there is any other information that you would like us to know then please do this using no more than 150 words.
3. It would be very welcome if you could complete the optional equal opportunities monitoring form. You will be taken to this automatically when you have submitted your application. Without this information, it is difficult for us to monitor the extent to which we are successful at securing applications from people from a wide range of backgrounds and life experiences. The questionnaire is anonymous and completely confidential and we have designed the portal in a way which means that it is impossible to track your response back to your application.

## 5.2 What you must not send us

Do not include a photo.

Do not include your name, home address, age, date of birth, gender nationality or ethnicity in your CV. You will have already uploaded this information to the portal separate to your CV.

|   |  |   |
|---|--|---|
| <p><b>✗ Do not include</b></p> <ul style="list-style-type: none"><li>A photograph</li><li>Your name</li><li>Your home address</li><li>Your date of birth</li><li>Age</li><li>Gender</li><li>Ethnicity</li><li>Nationality</li><li>Any other demographic information</li></ul> | <p><b>✗ CV for Joe Smith</b><br/><b>✗ Flat 2, 25 Magpie Road, London SE30 6XX</b></p> <hr/> <p><b>✗ Personal information</b></p> <ul style="list-style-type: none"><li>Date of birth: 1 Jan 1991</li><li>Age: 32</li><li>Gender: Male</li><li>Ethnicity: White British</li><li>Nationality: UK</li><li>Full driving licence</li><li>2 children</li></ul>   | <p><b>✓ Please include</b></p> <p>Detailed information about your education, e.g. name of university, dates, subject, grade</p> <p>Detailed information about your work experience, e.g. name of organisation, dates, role, responsibilities</p> <p>Information about your interests and other commitments outside of work. We recognise the importance of lived experience and would be grateful if you could share any relevant experience with us. You do not need to remove any information about protected characteristics unless you would like to. For instance, you're welcome to specify Fordswell Women's Football Club or just refer to Fordswell Football Club.</p> |
|   | <p><b>✓ Education</b></p> <ul style="list-style-type: none"><li>University of Fordswell (2010-2013)<br/>BA (Hons) Social Psychology, II.i</li></ul> <p><b>✓ Work experience</b></p> <ul style="list-style-type: none"><li>Fordswell Council (2013-ongoing)<br/>Senior Housing Officer<br/>Responsible for...</li></ul> <p><b>✓ Interests</b></p> <ul style="list-style-type: none"><li>Treasurer for Fordswell Women's Football Club</li></ul> |   |

## 5.3 Deadline and next steps

Please make your application via our [recruitment portal](#) by Monday, 7 October at 9am.

We plan to hold an interview which will have a three-person panel on Wednesday, 16 October.

Interviews will be held in-person at our office next to Smithfield market in London.

We will cover your travel costs.

We will also give you a heads-up on the areas we are going to cover in the interview so you have a chance to prepare.

We are not able to accommodate virtual attendance at interview.

#### **5.4 Some other things you may need to know:**

- We do not accept applications via employment agencies or head-hunters.
- We are happy to consider part-time or job-share arrangements. If this is of interest, please highlight this in your application.
- If successful, you will be asked to complete an enhanced Disclosure and Barring Service check. We require this because we often work with vulnerable adults and children this applies to all employees of Cordis Bright.
- Finally, you must have the legal right to work in the UK.

## 6 The package in detail

Set out below is the employment package in details. If something isn't clear or you need more information just contact us via [recruitment@cordisbright.co.uk](mailto:recruitment@cordisbright.co.uk) and we will do our best to respond as quickly as possible.

| Benefit  | Details   |
|--|---|
| Hours  | The job can either be part-time or full-time and we would re-design the role as needed. Part-time is for a minimum of three days a week or 21 hours. Full-time is five days per week or 35 hours. We would also be happy to consider working hours between 21 and 35 hours. All benefits are pro rata. We are committed to helping our staff achieve a healthy work-life balance. As a reflection of this, about a quarter of our team work part-time.            |
| Start date   | As soon as possible.  |
| Salary   | £34,400 up to £41,400 full time equivalent depending on previous experience.  |
| Profit share   | One-third of profits are allocated to the bonus pool and allocated to all staff based on salary. Based on our performance over the last three years this would be between 4% and 8% of salary.  |
| Holiday  | Holiday entitlement is 25 days plus Bank Holidays. The office also closes over the Christmas and New Year period which adds another five days to your holiday entitlement. With prior agreement, this time can be allocated to other times of the year especially if you celebrate other religious festivals.   |
| Pension  | Employees may opt-in to the Cordis Bright pension scheme, where Cordis Bright makes a contribution of 5% of gross salary. Employees who opt-in are required to contribute 2% of their salary in order to comply with national requirements in relation to workplace pensions. Employees can choose to pay more into this pension if they wish and they also have access to a second Stakeholder Pension and access to a financial advisor to explore this option. |
| Maternity, paternity, co-parental and adoption leave | Staff who are eligible for statutory maternity, paternity, co-parental or adoption pay also become eligible for an enhanced benefit of an additional four weeks of leave at 100% of pay to be used within one year of the birth of the child (or equivalent).   |
| Employee assistance programme                        | Staff have access to an employee assistance programme consisting of: <ul style="list-style-type: none"> <li>• mental health support;</li> <li>• physiotherapy;</li> <li>• life, money and wellbeing support;</li> <li>• health and fitness planning;</li> </ul>   |

| Benefit        | Details  |
|----------------|--|
|                | <ul style="list-style-type: none"><li>• access to remote GP services (which can be accessed in parallel to your registered GP).</li></ul>  |
| Other benefits | Other benefits include life assurance, enhanced sickness benefit, access to an independent financial adviser, and season ticket loan.  |
| Location       | Our offices are located at 23-24 Smithfield Street, London EC1A 9LF. The role requires attendance at our offices on a regular basis. We will agree the exact pattern with the successful candidate, but our expectation is that about half of your time will be office-based, but there may be occasions when more attendance is required. |