



Job Description

Job title	London Office and Homeworker Support Manager
Accountable to	Director of Finance and Resources
Objectives	<p><i>Objective 1 To manage The Fostering Network's London Office and its facilities, ensure the smooth running of the office and create an environment where the safety and wellbeing of staff, guests and tenants takes priority.</i></p> <p><i>Objective 2 To support all staff who work from home with provision of office equipment.</i></p> <p><i>Objective 3 To work with the outsourced IT Support Service and People and Culture to support the staff joiners and leavers process.</i></p> <p><i>Objective 4 To create a strong relationship with tenants at 87 Blackfriars road.</i></p>
Hours per week	35
Location	The Fostering Network, 87 Blackfriars Road, London SE1 8HA
Status	Permanent
Disclosure required?	No

Responsibilities and accountabilities

Office

- Manage office furniture, office layout, cleaning contracts, insurance, equipment and stationery, including purchasing and disposal. Advise other TFN offices on these issues.
- Lead and manage facilities projects as agreed with the Director of Finance and Resources including long term maintenance and refurbishment programmes.
- Build strong relationships with facilities and office suppliers and manage contracts for service level agreements.
- Lead on telephone provision and support including mobile, helpline and Teams telephony.

Health and Safety

- Responsible for carrying out facilities risk assessments including annual display screen equipment for all TFN staff.
- Ensure staff are aware of their health and safety obligations across all TFN locations.
- Manage the Health and Safety of the building including fire and security, ensuring all required checks are carried out. Review the Health and Safety policy on an annual basis. Ensure there are enough fire marshals and first aiders.
- To support the staff in our offices in Belfast, Glasgow and Cardiff line with the organisation's policies and procedures.

Tenants

- Manage relationship with tenants and build a good working relationship.

Finance

- Assist the Director of Finance and Resources with Facilities budget planning and budget control.
- To approve and authorise expenditure in accordance with budgets set and policies and procedures in TFN.
- To be responsible for facilities budgets and IT licences, including monitoring expenditure against budgets set
- Participate in cross functional projects, providing support for communications, Health and Safety and facilities management.

General responsibilities

- Participate in cross functional projects, providing support for communications, health and safety and facilities management.
- Contribute to organisational effectiveness through positivity and pro-activity

- Manage own workload and time have a flexible approach to work patterns in line with needs of the role
- Participate in staff training and events as requested.

General statement

It is the nature of The Fostering Network that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises and undertake tasks that are not specifically covered in their job description. While this is true of all roles in The Fostering Network the variety of challenges in Property and IT in this role requires a very flexible approach to work.

Person Specification

Our Values

As an organisation, we believe that we make a difference to foster care and our people values are expressed in the work that we do:

We are TRUSTED, We are TOGETHER, We are VITAL

Knowledge, Skills and Experience

Essential

You will be an organised individual with substantial experience of managing admin, digital and financial systems in a busy office environment. You will be an analytical thinker, a problem-solver with excellent communication skills, who can work independently, prioritising work to meet deadlines and competing demands while motivating others and working as part of a team in London and within the UK wider Fostering Network Team.

- Substantial experience of managing property and IT equipment in a busy working environment.
- Ability to take direction and to work independently with a minimum of supervision Highly organised, with ability to prioritise, plan and deliver work within agreed timeframes and to a high standard.
- Experience managing Health and Safety and creating workplace support to any with a disability.
- Experience of handling confidential information in a professional manner
- Excellent inter-personal skills, with the ability to build and maintain excellent working relationships with staff, tenants and other stakeholders and understand their differing perspectives and priorities.
- Excellent communication skills, able to present complex information.
- Able to use initiative to proactively respond to queries, solve problems and resolve issues which arise.
- An in-depth knowledge of using and setting up telephone systems.
- Good knowledge of using Microsoft 365 systems including use of SharePoint/Teams etc
- Excellent standard of literacy and numeracy with proven ability to manage financial processing and information accurately
- Ability to work flexibly, traveling within the UK when required and able to work outside normal hours if needed.

Desirable

An understanding of the issues affecting looked after children in foster care

Desirable Qualifications (Professional, Technical)

Membership of the Institute of Workplace and Facilities Management (IWFM)

Additional Information
Pay and conditions of service

Band	5
Salary	£32,000pa plus London Weighting Allowance (if applicable)
Annual Leave	30 Days plus Bank holidays
Probationary period	6 calendar months.
Notice period	8 working weeks One week during probationary period.
Hours of work	35 per week
Pension	Optional. Money-purchase scheme and salary sacrifice option is available with AEGON: Employee contribution is 3% of gross annual salary Employer contribution is 5% of gross salary.
Trade Union	The Fostering Network recognises the trade union Unite and members of staff can join if they wish.