

## Job Description

**Post:** Office and Systems Manager

**Responsible to:** Head of Corporate Services

**Location:** **Head Office – Blackstoun Road, Paisley**

**Hours of duty:** 35 hours per week

**Pension:** 6% Employer – 2% Employee

<b>Why</b>	<p><b><u>Job Summary:</u></b></p> <p>RAMH are dedicated to providing comprehensive mental health support; we promote recovery from mental ill health and empower people to build independent, fulfilled lives.</p> <p>We are seeking an Office and Systems Manager</p> <p>This is a vital role in ensuring the smooth operation of RAMH, providing essential support to the leadership team, staff, and services. By managing administrative processes, office facilities, and IT systems, this role helps maintain efficiency, compliance, and high-quality service delivery across the organisation. As the key link between administration, governance, and operational teams, the role ensures that RAMH's resources, data, and communications are well-coordinated, allowing frontline staff to focus on providing life-changing mental health support. Their contribution is crucial to the charity's success, sustainability, and ability to adapt to new challenges.</p>
<b>What</b>	<p><b><u>Principal Accountabilities:</u></b></p> <p>The Office and Systems Manager is responsible for the efficient operation of administrative services across RAMH. This role oversees the administration team across multiple service locations, manages office functions, maintains IT and database systems, and provides high-level administrative support to the CEO and Head of Corporate Services, including coordinating tenders and organisational reporting.</p> <p>The role also involves liaising with external agencies for IT, health &amp; safety, and office management, ensuring compliance with data protection, HR procedures, and governance requirements.</p>
<b>How</b>	<p><b><u>Duties and Responsibilities:</u></b></p> <p><b>1. Administration Team Management</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and oversight to the administration team across RAMH's service locations.</li> <li>• Work closely with service managers to ensure the administrators are providing a consistent, and high standard of administrative support at all times.</li> <li>• Supervise, support, and develop administrative staff, including performance management and training.</li> <li>• Conduct annual appraisals and monthly supervisions for all administrative staff.</li> <li>• Ensure that administrative procedures are efficient, consistent, and aligned with RAMH policies.</li> </ul> <p><b>2. Office and Facilities Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the day-to-day management of RAMH headquarters and other offices when required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure cost-effective procurement and stock management for office supplies and equipment.</li> <li>• Manage phone calls into HQ. Signpost calls and take phone referrals where required.</li> <li>• Maintain compliance with health &amp; safety regulations, coordinating with external providers.</li> <li>• Oversee annual inventories and manage office security, maintenance, and cleanliness.</li> <li>• Support the Housekeeping staff at RAMH HQ, ensuring a high standard of office facilities.</li> </ul> <p><b>3. Systems and IT Coordination</b></p> <ul style="list-style-type: none"> <li>• Oversee IT and database management, liaising with external IT providers for system maintenance, cyber security, and software updates.</li> <li>• Ensure efficient data management, storage, and archiving, in compliance with data protection laws.</li> <li>• Be the Nebula (client management system) Superuser for the organisation.</li> <li>• Monitor and audit data input across the organisation, ensuring accuracy and consistency.</li> </ul> <p><b>4. Executive Support and Governance</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support to the CEO and Head of Corporate Services and other senior managers as required.</li> <li>• Assist with the coordination of tenders, freedom of information requests, various reports, funding bids, and strategic projects.</li> <li>• Oversee the organisation's governance processes, including Board and Subcommittee meetings: <ul style="list-style-type: none"> <li>◦ Prepare agendas, take minutes, and ensure the accurate documentation of meetings.</li> <li>◦ Ensure timely submission of governance reports.</li> </ul> </li> </ul> <p><b>5. General Duties</b></p> <ul style="list-style-type: none"> <li>• Represent RAMH at external meetings and liaise with partner agencies as required.</li> <li>• Ensure compliance with all RAMH policies and procedures, including Health &amp; Safety.</li> <li>• Contribute to the development and improvement of administrative processes.</li> <li>• Undertake relevant training and development to meet the needs of the organisation.</li> <li>• Any other duties as appropriate to the grade as determined by the management team or as required within the wider remit of RAMH.</li> <li>• Act as an RAMH ambassador at all times.</li> </ul>
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This job description is a general outline of the post and the post holder will be expected to undertake any other duties commensurate with the post. The post holder will be expected to participate in the on-going development of the post.

## Person Specification

### Office and Systems Manager

#### QUALIFICATIONS

	Essential	Desirable
Business administration or IT		✓

#### KNOWLEDGE & EXPERIENCE

Systems and database management	✓	
People management	✓	
Customer service and call handling	✓	
Executive administration support	✓	
High level reporting	✓	
Office and building management	✓	
Experience with a Social care or Mental Health care organisation		✓

#### COMPETENCES & SKILLS

Highly efficient and organised with a keen attention to detail.	✓	
Prioritisation skills and completer/finisher of tasks	✓	
Effective written and oral communication skills	✓	
Excellent interpersonal skills	✓	
Pro-active, positive and solutions focussed	✓	
Positive, resilient and adaptable	✓	
Good time management	✓	
Flexible approach to work	✓	
Leading high performing teams	✓	
Empathetic to mental health and service users	✓	
Actively contributes to the culture which embraces change	✓	