



Job description

The icap Centre Manager carries out all core building and office management tasks to ensure that the clinical team can provide icap's unique counselling and psychotherapy services.

Post Title:	Centre Manager
Reporting to:	Chief Executive
Key Relationships:	Chief Executive and Clinical Director
Working Relationships:	Clinical Administrator, Head of Fundraising & Events, and Centre Manager Birmingham
Purpose of Post:	Lead responsibility for the day-to-day building management, supporting the clinical team, Head of Fundraising & Events, and the Centre Manager (Birmingham) as required.
Terms:	Permanent
Salary:	£30,000 (pro-rata)
Hours:	21. Days to be agreed with the line manager
Location:	Finsbury Park, London, with occasional travel

Main Responsibilities

- To be responsible for the effective day-to-day running of the office at Moray Road
- To be responsible for ensuring the organisation, staff and therapists operate in compliance with health & safety and fire policy and procedures
- To be responsible for maintaining a suppliers list and be their first point of contact
- To be responsible for financial management, liaising with colleagues as appropriate
- To be responsible for managing and maintaining administrative (electronic and paper) systems
- To support the Head of Fundraising & Events with administration and event management
- To support the CEO and Chair of Trustees with organisational governance.

Duties

Office management:

- To be responsible for ensuring administrative cover at Moray Road including providing onsite cover during the week
- To be responsible for ensuring that the fabric of the building is kept in good order, liaising with contractors, utility providers, the centre cleaner and others as required
- To be responsible for stationery, kitchen, and other supplies, ensuring best value for the organisation

- To be responsible for the development and compliance with health and safety and fire policy and procedures.

HR, Staff and Volunteer management:

- To be responsible, in consultation with the CEO, for the development and compliance with HR policy and procedures
- To be responsible for the line management of the Clinical Administrator to include monthly supervision
- To be responsible for the organisation's volunteer programme, including the recruitment, induction, and supervision of volunteers
- To attend weekly team meetings management meetings and contribute to the overall management of the organisation.

Clinical administration:

- To be responsible for putting in place an effective clinical administrative service at Moray Road
- To share responsibility with the Clinical Administrator to provide an onsite reception service, including taking phone messages for therapists and other staff and letting clients in/ out of the building
- To support and deputise for the Clinical Administrator liaising with clients as required and directed by the Clinical Manager.

Financial Management

- To be responsible for ensuring compliance with icap's financial procedures
- To oversee the accurate recording and accounting of client contributions
- To be responsible for the appropriate use and reconciliation of petty cash for small local expenses
- To be responsible for the set up and management of systems for the recording and payment of all other direct income, such as room hire
- To be responsible for the set up and manage systems for the collection of funds arising from events and donations to the charity
- To attend and assist the Head of Fundraising and Events with the management of funds raised at events
- To provide a point of contact for Accountability, who provide our bookkeeping and accountancy service, including liaison with icap's bank
- To provide support and assistance with the annual audit.

Human Resources Management

- To work with the CEO to ensure compliance with HR procedures
- To be responsible in consultation with the CEO and/or Clinical Director for recruitment of staff and volunteers from advertisement to induction
- To be responsible for the register of therapist and supervisor accreditation documents liaising with the Clinical team as necessary
- To be responsible for ensuring icap HR records for the organisation are up to date.

IT

- To be responsible for icap's IT systems
- To act as a first point of contact for staff and therapist with IT queries and issues
- To act as the first point of contact for Johnson Technical who provide IT services, including monitoring contract compliance
- To be responsible for icap's telephone system
- To act as the first point of contact for Solgari who provide icap's telecommunication services
- To be responsible for the purchase of IT hardware, software, telephones, and other equipment in line with organisational policies
- To share responsible for content management on the icap website, liaising with the Head of Fundraising & Events and the Clinical Administrator
- To be the first point of contact for Hooper and Kind who provide website support.

Organisational governance

- To work with the CEO to ensure that papers for Trustee and Sub-Committee meetings are sent out on time
- To attend and minute Board meetings and other governance meetings as directed by the CEO
- To support the Company Secretary in completing returns to comply with charity legislation.

Other tasks

- To carry out other tasks commensurate with the role as directed by the CEO.