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### **Job Description**

**Job Title:** Bristol Hub Manager

**Reference:** SUS3204

**Salary**: Grade F: £24,938

**Hours**  37.5 per week

**Location:** Sustrans offices in central Bristol

**Purpose of Job:**

To be responsible for the management of the Bristol Hub, assisting Sustrans in its mission to make it easier for people to walk and cycle. This will involve the efficient organisation of the office environment for colleagues, volunteers and all visitors and guests, including health and safety and maintenance contractors.

**Place in Organisation:**

The job holder will report to the Head of Finance Operations.

**Key relationships:**

Internal: Head of Finance Operations

Estates Director

Health & Safety Manager

Receptionist

Other senior managers based in Bristol (eg HR, Fundraising)

All other Bristol office-based staff

Finance team

IT support team

External: Office supplies providers

Utility suppliers

Regional volunteers, supporters and members of the public

Contractors relating to running of office (e.g. maintenance, cleaners, couriers etc)

**Key Responsibilities:**

**Office Management/Facilities:**

1. To manage the Bristol Hub to provide a professional working environment for all staff and visitors.
2. To ensure that office space and equipment is clean, tidy and maintained to a high standard.
3. To ensure that all new colleagues based at the Bristol Hub, and those who will be regular visitors, receive a building protocol induction.
4. To act as the Bristol Office Health & Safety Coordinator and, with regular liaison with the organisation’s Health and Safety Manager, to oversee compliance with the management of the organisation’s Health & Safety policy within the office. This will include coordinating the emergency evacuation procedure and ensuring there are sufficient staff trained in first aid and as fire wardens.
5. To ensure that fire and security systems are in order and are maintained and tested regularly. To be the first point of contact for fire and security system issues.
6. To maintain an accurate list of site key holders and to ensure that all key holders are fully aware of their building security responsibilities.
7. To ensure that maintenance contracts are in place for the upkeep of the building. To monitor maintenance, waste and cleaning contractors to ensure their duties are performed on a timely basis and to an appropriate standard according to their contracts.
8. To document procedures regarding office management, maintenance and contractor management. To ensure that procedures are updated with any changes.
9. To be responsible for overseeing the office pool bikes maintenance and booking system, ensuring staff carry out appropriate checks before using a pool bike. To ensure any necessary repairs are carried out and that the bikes are regularly serviced.
10. To manage the Bristol Hub budget. To check and authorise payment of invoices from suppliers in relation to office costs.
11. To check appropriate utility meter readings and to receive and check invoices from utility suppliers.
12. To manage the supply of office equipment/furniture and leased equipment as appropriate.
13. To act as the liaison point between the off-site storage facility and Sustrans colleagues with regards to items held in storage which may need to be retrieved, destroyed or retained.
14. To manage the hot desk and meeting room booking system. To resolve queries from staff with regards to the booking system.
15. To line manage the receptionist. To ensure that there is cover for reception in the receptionist’s absence.
16. To oversee the administrative functions of the office, including for example answering phones, collating and distributing post, welcoming visitors, maintaining stocks of stationery, first aid, hygiene and kitchen supplies.

**Training and personal development:**

1. To attend essential Sustrans training as required by the Charity.
2. To ensure own personal development by working to objectives set as part of the Charity’s appraisal process.

**Health and safety, safeguarding, and equality, diversity & inclusion:**

1. To support and comply with the organisation’s policies for the management of safeguarding.
2. To support and comply with Sustrans policy and procedures relating to Equality, Diversity & Inclusion and apply principles of best practice in own role.
3. To work in accordance with the arrangements described in the organisation's health and safety management system including any project or department specific requirements.
4. To support and comply with the charity’s guidance on branding, tone of voice and key messages, positively contributing towards raising Sustrans’ profile.

**Other:**

1. To perform any other duties consistent with the nature and grade of the role as agreed with the line manager.

**Working Conditions:**

The postholder will be based at Sustrans office in Bristol. There will be some localised travel expected.

**Special Note:**

This job description does not form part of the contract of employment, but indicates how that contract should be performed. The job description may be subject to amendment in the light of experience and in consultation with the jobholder

Compiled: Head of Finance Operations

Date: March 2021

**Bristol Hub Manager (SUS3204)**

**Person Specification**

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| **Criteria** | **Essential** |
| Qualifications, education and training | Good standard of education  Significant experience in a similar role |
| Experience | Previous office management experience at a senior level  Experience of office management systems and procedures  Experience of overseeing building maintenance contractors  Experience of office health & safety procedures  Experience of working with budgets  Experience of working in a professional and efficient manner within a busy team and with senior management  Experience of customer service  Experience of line management |
| Skills and abilities | Excellent administrative skills  Excellent organisational and interpersonal skills  Excellent written and verbal communication skills  Ability to take a proactive approach to completing tasks and resolving enquiries, anticipating problems and finding solutions  Ability to manage time and prioritise a varied workload  High level of IT literacy including MS Office and database management |
| Knowledge | Workings of a Reception |
| Other | Committed to the promotion of sustainable transport  Positive “can do” attitude; willingness to handle a wide variety of work |

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| --- | --- |
| **Criteria** | **Desirable** |
| Skills and abilities | Ability to build a network of contacts and to find the right person to deal with issues arising  Ability to engage positively and professionally with people at all levels within Sustrans and externally, including by phone and email  Ability to remain calm under pressure and continue to get things done in periods of uncertainty and change |