



Job Description

Section identification	
Job Title	Office Supervisor
Reports to	Operations Manager
Salary:	£28,000 per annum
Hours:	37 hours per week
Team:	Office
Location/base:	Lifecentre Chichester Office

Section 1 – Job summary

Lifecentre supports survivors of sexual violence in West Sussex with high quality therapy and support services. We aim to bring hope, guidance and fresh possibilities to those on a journey of transformation. We create a safe haven where people feel empowered to share their story without judgement, providing a consistently first-class service delivered by highly experienced and qualified therapists, bringing together a compassionate team of people with a thirst for transformation and a commitment to help others live life to the full.

The office supervisor will support the smooth running of the Chichester Office and support the work of the client support officers and administrator.

The postholder will be good at developing a positive and safe office culture in line with the values of the organisation. The right person will be self-motivated and have excellent organisational skills, an ability to manage data and systems and ideally some experience of working in a clinical setting. We are looking for someone with some office management experience who thrives on problem-solving. They will be relational and play their part on the team supporting the work of the charity.

Key Accountabilities	Key Elements
Client support and people management	<ul style="list-style-type: none"> • Provide direction and support to the Client Support Officers in their role, setting their work and providing supervision and development. • Provide direction and support to the administrator in their role, setting their work and providing supervision and development. • Oversee the process from referral to therapy in consultation with

	<p>the clinical team.</p> <ul style="list-style-type: none"> • Make sure that all relevant processes are client led and trauma informed. • Make sure that all relevant processes are consistently applied and well understood by the team. • Ensure that client data is accurately collected and inputted into the system in a timely manner. • Oversee the process of client file closure, ensuring that all data is inputted into the system in a timely manner. • Support the organisation of recruitment campaigns for staff, including advertisements and interviews, ensuring safe and legal appointment. • Arrange and carry out staff inductions for new staff and office volunteers.
Operations	<ul style="list-style-type: none"> • Support the Operations Manager in the delivery of their role and the objectives of the operations team. • Support the Operations Manager in all aspects of premises management, including training new building users in security and fire safety. • Organise relevant facility hire for counselling activities when needed. • Oversee data collection and accuracy in relation to referral, screening and triage ensuring compliance with data protection law. • Manage and co-ordinate all matters required to ensure the smooth running of all operations, e.g., stationery orders, cleaning, ensuring organised systems and communication and a tidy and systematic environment. • In liaison with the Operations Manager, make sure that all staff have what they need to deliver their work. • Oversee the safe working environment, including health and safety to ensure compliance with standards. • Support the Operations Manager with ensuring fire safety compliance and risk assessments relating to the buildings and accident reporting. • Maintenance and management of information storage for documents on our systems. • Oversight of the smooth running of office equipment, hospitalities and purchasing. • Handling general enquiries. • Supervise the work of the office contractors i.e., cleaners. • Other activities as required from time to time to ensure the effectiveness of Lifecentre operational running.

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Experience of supervising staff, overseeing their work and supporting them in their role and personal development. • Ability to manage own time, running simultaneous tasks from beginning to end, ensuring smooth running and successful completion. • Ability to work in a team and nurture a healthy team environment for other staff. • Excellent communication and interpersonal skills. • Excellent organisational skills and attention to detail. • Team player, willing to support wider Lifecentre operational requirements. • Committed to the work of Lifecentre and driven to support service development. • Excellent numerate and analytical skills. • Evidence of continuing personal and professional development • Full driving licence and access to own vehicle for work. • Kind, emotionally intelligent supervisor who can support delivery. • Successful experience of stakeholder relationship management • Solution focused, problem solving approach • Self-motivated worker • Cherish diversity, seeing the unique potential in everyone without preconceptions and listen deeply to their stories • Create safe environments that show respect and understanding of the principles of confidentiality, data protection and safeguarding • Ability to show kindness, ensuring every person feels valued. • Ability to nurture hope, believing in a brighter future • DBS check 	<ul style="list-style-type: none"> • Experience working in a clinical setting.

Working at Lifecentre

Hours of work at Lifecentre:

37 hours per week. The role will be based in Chichester counselling venue with a requirement for travel throughout West Sussex.

Holiday entitlement:

Lifecentre is a registered charity, no 1227779

25 days per year plus public holidays.

Contract:

2 years

Probation period for all appointments:

Subject to satisfactory completion of the first six-months of employment.

Where we are located:

Lifecentre has offices in Chichester, Worthing and Crawley.

Other:

Terms and conditions of service: The appointee is expected to observe Lifecentre's agreed policies and procedures and to work within the definition of its Trust.

All appointees must comply with Lifecentre's safer recruiting policy which includes self-disclosure forms, references and a disclosure and barring service (DBS) check obtained by Lifecentre.

In line with general data protection regulation (GDPR) legislation 2018, it is the responsibility of this post to ensure that all computerised and written personal information relating to Lifecentre's clients, staff or volunteers to which he/she has access, is regarded as strictly confidential. Lifecentre maintains confidentiality within the service, subject to its confidentiality policy.

There is a commitment from Lifecentre for this contract of services to be reviewed annually.

The recruitment process

To apply, email or post:

☑ Completed application form

To:

Emma Victory
Lifecentre
PO Box 58
Chichester
West Sussex
PO19 8UD

OR

emma@lifecentre.uk.com

Closing date for application:

Midnight on Friday 17 November 2023

Interviews will be held:

Lifecentre is a registered charity, no 1227779

Week beginning 1-8 December 2023

If you have any queries about this role, please email Emma Victory at emma@lifecentre.uk.com

Further information about Lifecentre

Founded in 2001, Lifecentre is a charity with a team of qualified counsellors and trained volunteers who provide support and therapy for people who have had an unwanted sexual experience. We help our clients of all ages and genders to unlock the past, survive the present and reclaim their futures.

We provide:

- counselling for survivors of all ages and genders
- counselling for the close supporters of survivors
- play therapy for those under the age of 11

How we work

Team working is crucial to us at Lifecentre. In view of the work that we do, we strive to care for one another and help one another where possible.

The operations team support the work of the counsellors and helpline. They also contribute to fundraising bids wherever they can.

The appointee will be expected to observe Lifecentre's agreed policies and procedures.

As Lifecentre is a Charity with a Christian foundation, the appointee will be required to work in a way that is actively sympathetic, respectful of and supportive towards the Christian values and work of the Charity and the role of prayer within the organisation. They do not have to have a personal faith, but need to be comfortable with the Christian ethos of the organisation.

Key Facts and Figures

Governance

A board of trustees governs Lifecentre, which is responsible for ensuring that the charity is well managed and abides by its charitable aims. The trustees support the work of our Chief Executive, who is responsible for managing the organisation, supported by our senior staff team.

Income and expenditure

Lifecentre has a turnover of around £1,000,000.

Staff, counsellors and volunteers

Lifecentre currently employs 16 people who work out of our office bases in Chichester, Worthing and Crawley. A team of 22 (currently) qualified counsellors and play therapists deliver the core work of the charity on a self-employed basis.

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Our values vision, mission and values

Lifecentre's vision is to bring hope, guidance and fresh possibilities to those who have had an unwanted sexual experience and are on a journey of transformation.

Our mission is to guide journeys of transformation by:

- Creating a safe haven where people feel empowered to share their story without judgement,
- Providing a consistently first-class service delivered by highly experienced and qualified counsellors,
- Bringing together a compassionate team of people with a thirst for transformation and a commitment to help others live life to the full.

Lifecentre's values are:

We create safety

Enabling others to open-up freely.

We help people to feel comfortable and have safe conversations free from fear and the disturbances of the outside world.

We cherish diversity

Seeing the unique potential in everyone.

We welcome people of all ages, faiths and backgrounds without preconceptions, and listen deeply to their stories.

We show kindness

Ensuring every person in our community feels valued.

We relentlessly care for those in need of support, tending to their physical, mental and spiritual needs.

We nurture hope

Believing in a brighter future.

We approach every challenge with an infectious optimism, inspiring others to see light in the darkest times.