

Imperial Health Charity  
**Office and Health &  
Safety Manager**  
Job Pack



**Imperial  
Health  
Charity**

HELPING  
OUR HOSPITALS  
DO MORE

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@ImperialCharity



@charityimperial

Imperial Health Charity is a registered charity, no. 1166084

# The role

## Key information

**Hours:**

Full-time (35 hours per week)

**Duration:**

Permanent

**Salary:**

Band 4 (£42,492 - £46,964)\*

\*The starting salary for this role is £42,492 with the potential to progress based on annually reviewed performance.

**Notice period:**

Two months

**Probation period:**

Six months

**Place of work:**

178-180 Edgware Road, London, W2 2DS

**Reports to:**

Head of Office\*

\*The role will report indirectly to the Finance Director with regard to Information Technology matters.

## About the role

Reporting to the Head of Office, the Office and Health & Safety Manager is responsible for running the charity's main office on Edgware Road, as well as supporting staff with office spaces provision and health and safety at the charity's three smaller hospital-based offices across north west London. This is an integral, busy role where no two days will be the same. The role is critical to the seamless, safe running of charity spaces; problem-solving, juggling priorities and a hands-on approach will be key to success.

The post-holder will be responsible for leading on remote office provisions for the charity's staff, including leading on the design and delivery of effective remote and hybrid working facilities and leading on required changes and upgrades to the main office and remote working environments.

The post-holder will lead on day-to-day management of office facilities, including management of building/office related health and safety, relationship management of maintenance contractors and working with the external building management company and IT partners.

# Main duties



## 1. Lead on the day-to-day running of the charity's main office and hybrid working environment, ensuring these spaces operate safely and efficiently. This includes:

### *Suppliers and services*

- Manage supplier relationships and services, including but not limited to: cleaning providers; freeholder/building management; facilities maintenance; office equipment suppliers and engineers; ensure all service providers have the relevant qualifications and competencies, and provide documented assurances.
- Ensure building maintenance, facilities and health and safety compliance at our head office; work with contractors and staff to ensure health and safety recommendations are adhered to, including undertaking regular, systemic risk assessments and managing associated processes and reviews to ensure these meet with health and safety regulations and recommendations.
- Monitor changes to our environment or updates and amendments to health and safety law and legislation, making recommendations for improvements relating to office and hybrid working facilities and services; undertake COSHH risk assessments and oversee the legionella management contractor.
- Develop, implement and maintain systems and procedures for monitoring and recording building maintenance, IT management, and equipment checks and services.
- Respond to office-related emergencies, arranging and facilitating necessary remedial works and repairs.
- Be contactable outside of core working hours in the event of an emergency requiring immediate action, with the purpose of carrying out critical remedial works where there is an immediate threat to safety and or security.
- Manage stationery supplies at the main office, including printers and paper supplies, working

within agreed annual budgets.

#### *IT systems, services and equipment*

- Manage day-to-day IT supplier relationships and services, including but not limited to IT helpdesk and phone system supplier.
- Monitor and ensure IT suppliers meet with key performance indicators and service level agreements and that an effective and efficient service is provided to all charity staff, to include assisting charity staff with resolution management of IT issues.
- Ensure accurate record-keeping in relation to IT processes, hardware asset tracking, and equipment checks, including consistent maintenance of electronic records.
- Proactively assist with IT trouble-shooting and identify underlying issues that negatively impact general IT performance and staff experience.
- Drive innovation by making improvement recommendations relating to IT hardware, software, systems and applications.
- Represent the Finance Director at meetings relating to IT as required.

#### *New and outgoing members of staff*

- Provide accounts and equipment for new starters and leavers, including working with the Head of Office to regularly review and update onboarding and exit processes.
- Regular review and maintain office-related guidance documents and electronic records, ensuring health and safety and maintenance records are consistently up to date and adhere to GDPR and internal policies as required.
- Ensure new starter head office building induction meetings take place promptly and that office facilities induction information is accurate and provided in writing at start of employment.
- Complete DBS and Right to Work checks for new and existing staff members, liaising with the Safeguarding Lead to ensure DBS and internal vetting processes are followed and that DBS checks and information are treated with the highest level of confidentiality and sensitivity.
- Comply with the charity's Code of Behaviour as presented in the 'green card'.

#### *Health and safety*

- Take responsibility for ensuring adherence to health and safety requirements, legislation and law at the main office, including access, fire safety, first aid provision, legionella testing, risk assessment (including COSHH) and managing visitors to the building.
- Monitor and manage staff participation in mandatory health and safety training, to include ensuring staff training is up-to-date and recorded at all times.
- Manage the office and hybrid working environments, ensuring these function effectively and safely, and that systems are compliant with legal requirements and best practice.

- Support the charity's additional hospital-based offices with health and safety reviews and assisting with the implementation of safety measures where appropriate.
- Ensure office equipment is fit for purpose and that required health and safety signage is displayed.
- Manage and implement the Display Screen Equipment (DSE) checks process for all charity staff, ensuring that appropriate advice is provided and proactively ensuring accurate and efficient record-keeping.
- Take an active interest in changes to legislation relating to working environment and health and safety matters, ensuring changes are made in good time and communicated clearly to all staff, contractors and visitors; undertake health and safety training as required, for example COSSH, legionella, IOSH, risk assessing, and general health and safety at work.
- Initiate and oversee bi-annual health and safety reporting via an independent provider, ensuring recommendations are actioned promptly; report to SMT on the status of health and safety at the charity, communicating required departmental health and safety actions and chasing for completion.
- Work with external building management to ensure the head office building is safe and fit for purpose at all times; resolve problems and delays co-operatively and without delay.
- Liaise with the volunteering department to support staff working in hospital-based offices with matters relating to working environment health and safety issues.

#### *Administration*

- Ensure accurate record-keeping in relation to process and regular works, including consistent maintenance of electronic files and records.
- Ensure all risk assessments and related process documentation are up-to-date and filed systematically, including ensuring contractors provide all required documentation prior to commencing works, such as risk assessments, agreements and proof of competency in areas of work and applicable insurance.
- Monitor health and safety information and training materials, ensuring these are kept up to date and accessible to all.
- Lead on storage and compliance of office facilities data and effectively manage health and safety data and records.
- Contribute to the alignment of charity policy and procedure to ensure that all staff are treated equally and fairly in relation to office policy and health and safety.
- Manage general office procedures to ensure processes and duties in the office or in remote working environments flow efficiently.
- Maintain clear records on office expenses by managing invoices (within approval level) and ordering supplies based on the office budget.
- Manage office subscriptions to magazines and online resources.

- Establish, review, maintain and improve office/remote working related systems.

## **2. Be the first port of call for telephone, email and in-person queries to the charity.**

- Be a positive ambassador, representing the charity in a professional and efficient manner.
- Manage and handle all initial enquiries (telephone, mail, email) from the general public and NHS Trust colleagues, and ensure that all appropriate follow-up occurs; ensure systems are in place for consistent communication management.
- Manage the switchboard process, ensuring this is fit for purpose and meets charity needs.
- Manage the distribution of post at the main office, both hard copy and via external electronic mailing house as appropriate.

## **3. Routinely suggest and promote required changes/updates to office environment policy and processes.**

- Proactively work with the Head of Office to ensure that staff handbook, policies and procedures relating to the main office and health and safety are reviewed systemically and kept up to date.
- Proactively work with the Finance Director to ensure that staff handbook, policies and procedures relating to IT are reviewed systemically and kept up to date.
- Proactively work with the Head of Office to ensure that working environment risk assessments are reviewed systematically and that necessary actions are carried out promptly.
- Keep up to date with changes to health and safety guidelines and law, ensuring that charity spaces meet with requirements.

## **4. Provide cover as required.**

- Provide cover for the Head of Office on request.
- Provide administration cover on request.
- Respond to requests from the CEO in the absence of the Head of Office.

## **5. Line manage the Office Apprentice.**

- Provide consistent, supportive line management to the Office Apprentice.
- Ensure a development programme is in place and that regular progress reviews and training takes place.

## **6. General duties**

- Contribute to the charity's staff wellbeing and EDI initiatives, championing inclusive processes and ways of working.
- Support the Head of Office in the targeted development of EDI and wellbeing in the

workplace, following up commitments with practical action as agreed.

- Take an active part in department and whole charity team meetings, contributing agenda items and undertaking assigned actions as required
- Take an active part in and collaborate with colleagues across the charity's work, bringing your own experience and perspective so that we harness the value of our shared contributions
- Participate in regular supervision, objective-setting/monitoring and actively engage in your own job-related development throughout the year
- Champion the charity's Code of Behaviour and act as a role model, ensuring that our safeguarding and other key policies and procedures are adhered to at all times so as to protect the people we work with and our reputation.

*A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The charity is a fastmoving organisation and therefore changes in duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.*

### **Personal development**

Your line manager will agree annual objectives and a personal development plan, which will include training as an essential element of the role.

# The person



## 1. Working with people

- a) You will have well-developed peer-to-peer influencing and collaboration skills, with experience of successfully engaging with and motivating colleagues.
- b) You will have strong communication and interpersonal skills, with the ability to build positive, collaborative relationships with colleagues, partners, contractors, suppliers and visitors.
- c) You will be able to work efficiently as part of team based across various locations, ensuring all colleagues are treated equitably and with care and respect.

## 2. Technical skills and experience

- a) You will have significant experience managing a self-serviced office.
- b) You will have experience of and related qualifications in the delivery and management of first aid, fire marshal, DSE, and workplace health and safety.
- c) You will have the ability to understand, assess and manage risk in an office environment.
- d) You will have experience of creating and maintaining workplace risk assessments. This may include COSHH and Legionella management training, though training can be provided for suitable candidates.
- e) You will have experience of using digital systems to ensure efficient record-keeping in the context of office management.
- f) You will have a working knowledge and experience of best practice and legal requirements in workplace health and safety management. You may already hold qualifications or



certification in some or all of the following - COSHH, RIDDOR, IOSH and Legionella Management.

- g) You will have the ability to review and develop policies and procedures, as well as advise and guide others on how these should be promptly and consistently implemented.
- h) You may have experience of working for a charity or NHS employer.
- i) You will have experience of managing an IT partner in an office environment, including SLA performance monitoring, and assisting with equipment setup and trouble shooting. Experience of working with cloud-based systems would be an advantage.

### **3. Workplace expectations/skills**

- a) You will be an excellent administrator, with high levels of organisation and excellent lateral thinking.
- b) You will be able to prioritise competing demands effectively and be confident juggling multiple requests, sometimes with short deadlines or changing priorities.
- c) You will be able to demonstrate high standards of professional conduct, acting with integrity in line with our values and behaviours at all times.
- d) You will be a team player who puts colleagues' needs first, seeking to support the achievement of our wider team and organisational objectives.
- e) You will be able to work flexibly in order to fully meet the requirements of the job and your role objectives, which will involve responding to emergency situations at the charity's headquarters.

### **4. About you**

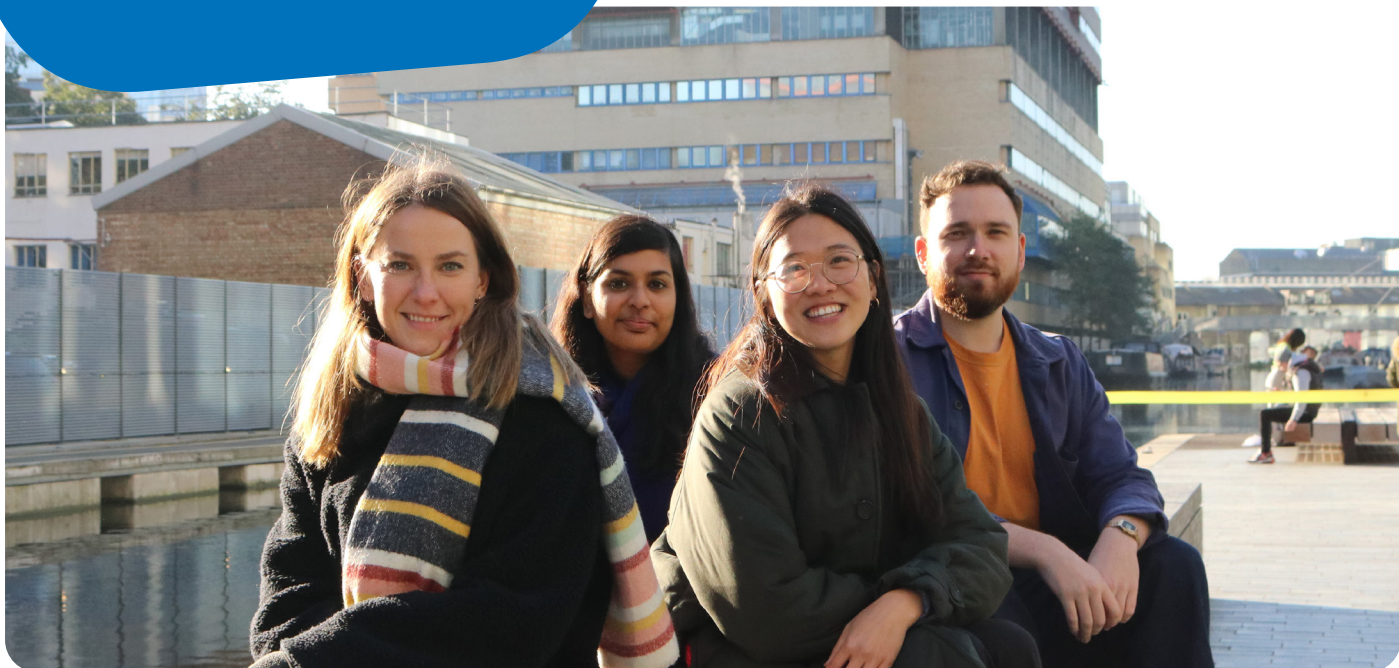
- a) You will be an organised and approachable individual, keen to engage with colleagues and provide excellent office-related services.
- b) You will have a strong commitment to actively improving diversity and inclusion across all your activities and interactions, enshrining the principles of equity within your day-to-day work and the organisation as a whole.
- c) You will be able to demonstrate a commitment to maintaining and improving the experience of our employees and those who use our spaces.
- d) You will enjoy looking for opportunities to enhance services and ways of working.
- e) You will enjoy a fast-paced and results-oriented style of working, using your initiative to get things done efficiently and to a high standard.

### **5. Other requirements**

- a) You will be committed to the values and principles upon which the NHS operates.

- b) You will have the ability to work flexibly to meet the needs of the role.
- c) You will have the ability to travel between hospital sites in west London.
- d) You will have no envisaged barriers to obtaining DBS disclosure.

# How to apply



**Visit our website  
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Further details about this role, including our online application form, can be found at:

[www.imperialcharity.org.uk/about-us/join-the-team](http://www.imperialcharity.org.uk/about-us/join-the-team)

First-stage interviews for this role will take place on Thursday 13 October with second-stage interviews on Tuesday 18 October.

Please note:

*All job offers with Imperial Health Charity are subject to satisfactory pre-employment checks and references. The DBS check level required for this role is enhanced.*

*Please ensure that one of the referees you provide is your most recent employer. Professional contact details should be provided for referees where possible (i.e. company/org emails and or HR departments).*

*Imperial Health Charity reserves the right to close job adverts early if sufficient applications are received prior to the advertised closing date.*

