

## Office Manager

Job Title:	Office Manager
Location:	Helen Bamber Foundation, 26 - 30 Westland Place, London N1 7JH
Responsible to:	Director of People
Hours:	Full time, 37.5 hours per week our office is open between 8.30am and 6.30pm (requests for reduced hours will be considered)
Salary:	£35,000p.a
Start date:	As soon as possible
Benefits:	<p><b>Annual Leave:</b> 27 days plus bank holidays (increasing to 29 days after three years of service, and to 30 days after five years of service) plus up to 4 discretionary days for the winter closure period</p> <p><b>Winter closure period:</b> two week winter closure period where the charity is closed</p> <p><b>Pension:</b> 4% contribution by the Helen Bamber Foundation Group</p> <p><b>Enhanced pay:</b> Enhanced maternity, paternity, adoption and Family Reunion pay</p> <p>Flexible working practices: we care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance</p> <p><b>Hybrid working:</b> 80% office presence</p>

## BACKGROUND

*“Our society will be judged by how we respond to those to whom we owe nothing.”*

Helen Bamber OBE

**Vision:** All survivors of trafficking, torture, and extreme human cruelty have safety, freedom, and power.

**Purpose:** Together with survivors, partners and supporters we change systems by taking action and bearing witness so that all survivors of trafficking and torture can access recovery and protection

### Mission:

- Combining lived and learned expertise the Helen Bamber Foundation Group puts the Human Rights of survivors of trafficking, torture and extreme human cruelty at the centre of everything we do. **Together we rebuild lives.**
- We and change the systems that further traumatise, isolate and fuel the exploitation of survivors. **Together we challenge.**
- We lead and enable improvements to best practice and policy in the UK and Globally based on evidence from lived and learned expertise. **Together we transform.**

- We host and partner with others to maximise collaboration in pursuit of safety, freedom and power for all survivors of trafficking, torture and human cruelty. **Together we are stronger.**

The Helen Bamber Foundation, founded in 2005 by the pioneering human rights advocate Helen Bamber, was created to reflect the evolving global patterns of violence and persecution. Helen Bamber, who entered Bergen-Belsen Concentration Camp in 1945 as part of one of the first rehabilitation teams, recognised that all survivors of extreme violence—regardless of the perpetrator—require safety, legal protection, and medical and emotional support. Today it is a specialist clinical and human rights charity that works with people seeking asylum and refugees who are Survivors of trafficking, torture and other forms of extreme human cruelty.

In 2020, the Helen Bamber Foundation joined forces with Asylum Aid (established in 1990) to form the Group. Asylum Aid specialises in providing legal representation to vulnerable individuals seeking asylum, focusing on the most complex cases including survivors of trafficking, children, and stateless people. Asylum Aid is a leading actor in strategic litigation and advocates for policy and systemic changes to remove barriers to protection and justice. Asylum Aid maximises its impact by providing training and working in partnership with other organisations.

Today, the Helen Bamber Foundation's unique Model of Integrated Care (MoIC) provides holistic support encompassing therapy, legal advocacy, medical treatment, and practical assistance, helping survivors rebuild their lives with safety, freedom, and dignity. Using our expertise we drive best practice and systems change to deliver for all survivors.

We are innovative, ambitious and compassionate. The bravery and resilience of our clients is an inspiration to all the team at Helen Bamber Foundation Group, which comprises Helen Bamber Foundation and Asylum Aid. We believe that all Survivors should have safety, freedom and power to rebuild their lives.

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## Equity, Diversity & Inclusion

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer.

We are committed to attracting and recruiting diverse candidates because we are keen to make sure that all our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in.

We recognise and value the role diversity plays in good governance and genuinely welcome and encourage applications from a range of backgrounds, especially people of colour, people with disabilities, people from low socio-economic backgrounds, refugees, stateless people and others with lived experience of forced migration or trauma.

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## OVERVIEW OF THE ROLE

Having moved into our new Trauma Centre last year, we are now looking for our first Office Manager, to coordinate and ensure that our office space and facilities are maintained in a safe, clean, and secure environment. They will have overall ownership of the office with regards to the day to day running and ensuring health and safety compliance, and with the support of a Facilities and Operations Assistant, they will ensure our staff and clients are able to enjoy a safe and comfortable environment.

## MAIN DUTIES AND RESPONSIBILITIES

### Facility Management:

- Oversee the relationship with the landlord's facilities team in relation to building related issues and for any building repair and maintenance issues.
- Report areas requiring maintenance and repair to the landlord and track progress.
- Ensure core facilities like water and heating are maintained.
- Oversee and manage the documentation of minor repairs, renovations and decorations.

### Office Management and IT:

- Supervise and approve contracts and providers for services such as consumables, minor office renovations and cleaning.
- Lead in the procurement and ordering of office equipment and stationery, office and IT equipment and consumables in the most cost-effective manner.
- Track staff issues and requests about the building, office facilities, fixtures, and fittings, and ensure they are responded to in a timely manner.
- Act as a main point of contact for our outsourced IT support services supplier, providing onsite support for IT upgrades and installation of hardware and software
- Work with the Finance team to ensure that invoices related to office and facility management are processed.

### Health and Safety:

- Oversee the health and safety responsibilities within the office premises, staying updated on changes in health and safety legislation.
- Ensure the office complies with all relevant health and safety and fire safety regulations and standards.
- Review and maintain documentation of risk assessments, health and safety checks and fire evacuation plans.
- Undertake monthly checks and tests of office facilities including fire alarm sounder and panic alarm checks.
- Organise the delivery of relevant training such as first aid and fire marshal training.
- Ensure all employees are aware of all relevant health and safety office procedures.
- Ensure the office is kept clean, tidy, and free from hazards and maintain safe working conditions for all employees and clients.

### Line Management and other:

- Have line management responsibility for a Facilities Assistant, Client Services Administrator and Appointments Lead.
- Support the delivery of events in the building as and when necessary.
- Oversee the access and booking of our Group meeting room by others in the sector.

## PERSON SPECIFICATION

- Excellent administration skills, detail orientated and systematic, with the ability to prioritise competing demands
- Excellent communication skills
- Working knowledge of health and safety legislation / office management
- Ability to problem solve and work well with others
- Experience of handling and managing confidential data
- Good IT skills, including use of Microsoft Office
- Understanding of, and commitment to, the values and mission of the Helen Bamber Foundation Group.

## APPLICATION PROCESS

The first stage is to complete on our online application form on our website **by 9am 6<sup>th</sup> May 2025**

The website form will asked you to:

1. Upload a short covering letter. Please tell us why the position appeals to you, and how your skills and experience demonstrate your suitability for the role
2. Upload your current CV
3. Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional, and this information will not be available to members of the selection panel.

## SELECTION PROCESS

We anticipate that we will invite candidates to an initial 15-minute online screening meeting week commencing **12<sup>th</sup> May**, followed by shortlisted candidates attending in-person interview week commencing **19<sup>th</sup> May**. We will also ask you to complete a short written task ahead of the day.

At Helen Bamber Foundation Group we want to be transparent about what kind of qualities we are looking for and build trust from the very beginning of your journey with us. The first step is your interview, and we mean 'your' interview so we will provide you with your interview questions ahead of the interview. This will allow you time to prepare, and ensure you have your best examples in mind.

## ELIGIBILITY

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

Successful candidates will also be subject to an enhanced/DBS check and disclosure of adult and child barring lists, and confirmation of current registration with your professional body (if relevant). If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records status throughout your employment and to disclose any relevant convictions incurred during your time with us.

## ADJUSTMENTS

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at [jobs@helenbamber.org](mailto:jobs@helenbamber.org).

## EXPERTS BY EXPERIENCE SUPPORT

We are also proud to be a member of the Experts by Experience Employment Network ([www.ebeemployment.org.uk](http://www.ebeemployment.org.uk)), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.

