

Office Manager

Further particulars

Fairfield Residential Home is an independent charity providing care and assistance to elderly residents in a unique and supportive environment. Founded in 1947, it has a long-standing reputation for delivering excellent standards of care. Initially established in a large Victorian house at 115 Banbury Road, Oxford, it is now housed in a bright and airy purpose-built facility, completed in 2018. This provides 38 ensuite bedrooms, some of which are suitable for couples, with good quality communal facilities including a large lounge, a dining room, a fully equipped activities suite, a social hub with IT facilities and a wellness and beauty room. In addition, there is a separate 2-bedroom cottage currently providing assisted living for one resident. The home is set in an attractively landscaped garden with an orchard.

Fairfield is a company limited by guarantee (company number 5639165) and a registered charity (charity number 1114653). It is governed by a Board of Trustees and is regulated by the Care Quality Commission (CQC). It was rated Good by the last CQC inspection report dated March 2018. It currently employs around 50 staff.

At Fairfield our vision is of an exceptionally happy home where residents enjoy a fulfilling later life.

To achieve this, our mission is to provide outstanding individually tailored support in a home filled with kindness and compassion.

Fairfield is particularly noted for the love and affection its staff have for its residents and maintaining and enhancing this ethos is a key consideration when recruiting new team members. We also understand the value of our staff in making Fairfield the special home that it is and aim to enable everyone in the team to benefit from developing their skills and progressing in their careers to realise their individual ambitions. Our success in working towards this was acknowledged in May 2025 with the award of Oxfordshire Apprenticeship Employer of the Year < 250 employees.

Employee benefits for Fairfield staff include:

- competitive rates of pay;
- Standard Life auto-enrolment pension scheme;
- free meals while on shift;
- free parking while on shift subject to availability;
- free training with in-house support and mentoring;
- free uniforms (or £150 annual clothing allowance for Social Wellbeing and Maintenance);
- free access to an employee assistance programme with a range of services including shopping discounts, financial and legal advice, counselling and a health and wellbeing smartphone app;
- a joining bonus of £250 payable on successful completion of your probationary period.

We are currently seeking an Office Manager to join the administration team.

Application Process

To apply, please email your completed [application form](#) along with your CV and a covering letter to recruitment@fairfieldhome.co.uk

The closing date for applications is **Monday 11th August**, but early application is advised as we reserve the right to close applications and appoint before this date for the right candidate.

All candidates must have the right to live and work in the UK and will be required to provide evidence of this in line with government guidance <https://www.gov.uk/prove-right-to-work>.

Agencies: Please note, Fairfield does not accept unsolicited CV's from any agencies. We only accept CV's from agencies that have been appointed and briefed on the position currently advertised.

JOB DESCRIPTION

JOB TITLE	Office Manager
REPORTING TO	CEO/Bursar
DIRECT REPORTS	Receptionists
HOURS	22.5 hours (minimum 3 days per week) additional hours may be available
SALARY RANGE	£16,205 to £23,400 dependent on skills and experience (full time equivalent £27,000 to £39,000)
JOB PURPOSE	To manage the administrative procedures of the home as directed by the CEO/Bursar to a professional standard, with an eye for quality and attention to detail and in a pleasant and caring manner.

Introduction

This Job Description is intended to provide a clear framework for the job holder to guide them in the requirements of the job. It indicates only the main responsibilities and competencies of the post. It is not intended to be an exhaustive list of tasks, procedures and policies. It is the job holder's responsibility to ensure that they are familiar with all procedures and policies relevant to the job.

Overview of Main Responsibilities (What the job involves)

HR	➤ Provide administrative support to recruitment (preparation of recruitment pack, advertising, collating and responding to applications, arranging interviews, reference letters, appointment letters, DBS checks, induction packs etc.).
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	<ul style="list-style-type: none"> ➤ Maintain HR records in accordance with best practice and GDPR legislation. ➤ Prepare staff correspondence and deal with queries as directed by the CEO/Bursar. ➤ Provide administrative support in relation to HR matters such as disciplinary and grievance processes. ➤ Prepare the management and administration rotas for monthly payroll. ➤ Produce HR reports and statistics as required.
Finance	<ul style="list-style-type: none"> ➤ Input bank payments onto the online banking system for authorisation. ➤ Download bank transactions from the online system on a weekly basis to enable bank reconciliation. ➤ Record details of cash and cheques received and pay into the bank. ➤ Act as first point of contact for resident billing queries and follow up on late payments. ➤ Maintain petty cash float in line with agreed procedure. ➤ Manage administrative budget in line with agreed procedure.
Residents	<ul style="list-style-type: none"> ➤ Maintain up to date and accurate information packs for potential residents and ensure they are sent out in line with agreed procedure. ➤ Prepare and send residents' contracts and annual fee increase notifications as directed by the CEO/Bursar. ➤ Maintain electronic filing of residents' administrative records in line with best practice and GDPR legislation. ➤ Ensure results of resident financial risk assessment and financial care plans are appropriately recorded and acted upon within the administrative team. ➤ Ensure the TV licence is kept up to date with resident details. ➤ Provide day to day support to residents and next of kin/designated financial contacts in relation to administrative and financial matters face to face, by telephone and in writing. ➤ Correspond with residents/next of kin/designated financial contacts in relation to final accounts and ensure they are processed in a timely manner.
Staff management	<ul style="list-style-type: none"> ➤ Line manage reception staff including regular supervisions and annual personal development reviews / appraisals.

	<ul style="list-style-type: none"> ➤ Ensure excellent communication between the reception staff and other teams within the home. ➤ Ensure that the reception staff provide the highest level of service to residents, their guests, staff and other visitors to the building. ➤ Support reception staff to complete administrative tasks in a timely manner and to a high standard.
IT	<ul style="list-style-type: none"> ➤ Ensure that Fairfield's IT system is properly maintained with support from an external contractor. ➤ Maintain appropriate access permissions, data security and backups for data held on the home's server. ➤ Ensure updates are regularly installed. ➤ Manage the digital reception app and similar software. ➤ Ensure Wi-Fi and phone systems are maintained and fully functional with external support as needed. ➤ Actively develop and support projects to upgrade and improve IT systems as necessary. ➤ Source new computer equipment as approved by the CEO/Bursar, ensure it is properly recorded and that it is installed safely and properly maintained.
General Administration	<ul style="list-style-type: none"> ➤ Facilities management including (office equipment, communications, stationery, postage etc) ➤ Ensuring compliance with legal and professional requirements (e.g. CQC, GDPR, Health and Safety at Work) in relation to administrative matters. ➤ Ensuring all incoming paper documents are saved electronically. ➤ Ensuring that the Operations Group are aware of updates to relevant QCS policies and that internal updates are added to the system once approved. ➤ Administrative support to the Operations Group as required, including minute taking, arranging bulk communication to residents, families, staff etc. ➤ Preparing documents for circulation and publication, ensuring that they are well presented and free from grammatical and spelling errors. ➤ Routine updates to website e.g. adding vacancies and updating text. ➤ Provide cover for reception as needed.

The Office Manager will undertake such other duties as the CEO/Bursar will from time to time determine, in line with the general scope of the role.

Relevant Competencies (How the job needs to be done)

Competency	Detail	Essential/ Desirable
Performance Focus	<ul style="list-style-type: none"> ➤ is accountable for own performance and the performance of their team ➤ makes sure tasks and responsibilities are fulfilled in a timely, cost effective manner ➤ highly efficient and organised with a good eye for detail and strong time management skills ➤ self-motivated and able to take the initiative in suggesting ways to work more efficiently and effectively 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Effective Relationships	<ul style="list-style-type: none"> ➤ strong relationship skills ➤ a caring and positive approach to residents and their families and to colleagues, helping to foster a warm and comfortable environment in the home ➤ a willingness and an ability to work cooperatively with colleagues to produce the best outcomes for the home ➤ an ability to understand the roles of others and provide administrative support in a helpful and supportive way ➤ ability to manage team members so that they fulfil their roles to the best of their abilities 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Communication	<ul style="list-style-type: none"> ➤ a friendly, helpful and professional manner ➤ excellent communication skills both orally and in writing ➤ ability to deal appropriately and empathetically with sensitive and confidential matters 	<p>E</p> <p>E</p> <p>E</p>

Professional Skills, Knowledge and Experience	➤ education to level 3 ('A' level)	D
	➤ NVQ in business studies or similar	D
	➤ experience of office administration	E
	➤ experience of line management of staff	E
	➤ experience of HR administration	D
	➤ excellent writing ability and eye for detail, with experience of copy editing and / or proof reading an advantage	D
	➤ experience of using HTML or similar to update website content	D
	➤ highly numerate with the ability to understand and adhere to financial systems appropriate to the role	E
	➤ excellent IT skills including excel, word, outlook, use of databases and apps	E
	➤ experience of maintaining an IT network or working with an external provider to do so	E