



Office Manager
Candidate Pack

A letter from our CEO

I am delighted that you are thinking about joining the team at PiP. I hope this pack helps you understand our work, how we support our students to achieve their goals, and gives you the information you need to apply for the role of Office Manager with us.

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives. We were established in 1983 by parents wanting more challenging and ambitious support for their children and we now celebrate 40 years of impact. Our history is rich & varied and we have grown from 25 students a decade ago to near 90 students today.

From our custom-adapted centre on Kensal Road we run four key curriculum areas: Creative and performing arts; Employability, Health & wellbeing, and Independent Living Skills. Alongside this work we run services like Gig Buddies which supports adults with learning disabilities to access social events.

We challenge ourselves to be innovative and deliver a truly unique level of support and opportunities for people with a learning disability and autism. We work hard to empower our students to become as independent as they can be and live a life of their choice, despite the barriers. Everyone on the team is a vital part of ensuring that we do for the people we support while keeping a strong focus on fun.

The Office Manager role is vital for our organisation and forms a key part of our team. If you who want to be part of a supportive and ambitious organisation where there will be opportunities for personal and professional development and growth, I do hope you will consider applying for the role. If you have any questions I would be happy to discuss the role with you.

Yours sincerely,
Denise Largin
CEO





Who we are:

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives.

With around 32 staff we work to empower over 90 adults with Learning Disabilities and Autism every year to achieve their potential, move towards independence and live their best lives. We believe our people are our largest asset and are the difference maker in the quality of service we're known for in our community.

Our approach is student-led with our curriculum and each student's timetable the result of a collaborative approach with students, families, and social workers. Student goals can vary widely from learning to cook a meal to securing part-time work, to strengthening friendships or showcasing their creativity. Each student at PiP is referred by our Local Authority partners and with a long waiting list students we are confident we offer a top-tier service.

Financially we are stable with strong financial reserves and an income mix circa 75% commissioned services and 25% philanthropic partnerships. From this position of strength we plan to invest in the team, new services and projects to expand our provision and secure more impact in our community.

Why we need you:

Our HR & Office Administrator has secured a fantastic role after joining us in late 2023. This hire aims to replace much of this role but we have additionally revised the role to reflect our growth and business needs.

We've expanded by nearly a third since 2023 and have further expansions planned so believe we need a more senior experience resource to help our vital processes meet the quality we need today.

Despite this growth, PiP is still a smaller charity and so most of our team frequently wear many hats. We need someone who is organised, able to work across a number of areas, can take initiative, enjoys being part of a friendly supportive team and who wants to make a difference at a charity working to support some of society's most vulnerable people.



Who we support and why:

At PiP, our focus is on teaching and learning life skills; PiP students range in age from 18 to 64 and our average student is around 34 years old.

PiP students have a range of learning disabilities including Down's Syndrome, Fragile X, Autism Spectrum Conditions (ASC), dual diagnosis with mental health problems and/or physical health conditions such as Diabetes and Epilepsy.

PiP's team deliver person-centred support to each of our students to identify their strengths, interests and passions. We support them and their families/carers to maximise opportunities in their community through signposting and working in partnership with like-minded organisations.

Structural inequalities in society mean that people with learning disabilities are not always recognised for their skills and talents and given the opportunity to live independent lives. We want to change that. And with your skills and talents, we can make sure that every PiP student has a voice and can make their own choices about their own lives.

We are keen for our students to always have a voice, including at PiP, and so we have two student forums to ensure everyone's voices can be heard. Our Student Council ask the big questions including holding our board and SMT to account. While every week all our students have student meeting with their own agenda where they can express their views on PiP and ask about elements like new staff, our leisure programmes, or sessions.





Key accountabilities

Human Resources

- Maintain employee records, HR systems and support the implementation of HR policies and procedures
- Support payroll processes by collating and submitting relevant information (e.g. absence, contractual changes)
- Assist in recruitment processes, including posting job adverts, coordinating interviews, and onboarding new employees
- Coordinate staff training and maintain training records

Organisational support & board

- Manage board administration
- Act as the main point of contact for general enquiries (phone and email) and create a welcoming environment for students, staff and visitors
- Build and maintain positive relationships with students, staff, families, and external stakeholders
- Undertake other duties appropriate to the role and organisation

Facilities and Health & Safety

- Maintain a planned preventative maintenance schedule and ensure all statutory and regulatory checks are completed on time
- Coordinate maintenance of the Centre, liaising with contractors for repairs and servicing (e.g. electrical, plumbing, cleaning)
- Maintain company policies and procedures, ensuring that all staff are aware of and adhere to compliance requirements.
- Ensure that working arrangements comply with relevant health and safety regulations, conducting regular checks, and addressing any issues promptly.
- Acting as the man point of contact for health and safety matters, including organising training and maintaining documentation.

IT and Systems

- Ensure staff have fully functioning IT equipment (laptops, mobile phones, ID cards, etc.)
- Set up new users and deliver IT induction across Microsoft 365, Salesforce, SharePoint and internal systems
- Develop, maintain and improve administrative systems and databases, including Salesforce, SharePoint and Microsoft 365, ensuring accuracy, accessibility and effective use across teams
- Ensure all contractual and operational data and management information is accurate and maintained
- Act as the first point of contact for basic IT and systems queries.
- Identify and escalate IT issues, liaising with external IT support and phone providers to ensure timely resolution

Person specification

Experience and knowledge - (E) = essential and (D) = desirable

- (E) Administrative experience, ideally with some senior level support
- (E) Experience of premises management
- (E) Experience using database or CRM systems such as Salesforce
- (E) Experience supporting HR processes (recruitment, onboarding, records)
- (D) Understanding of GDPR and data protection principles
- (D) Awareness of Health & Safety and Safeguarding requirements
- (D) Charity sector experience
- (D) Professional or lived experience with adults with learning disabilities

Skills and abilities - (E) = essential and (D) = desirable

- (E) Strong IT and administrative skills
- (E) Confidence using and learning new systems and technology
- (E) Good attention to detail in data entry and record keeping
- (E) Team player and able to work own initiative
- (E) Comfortable working to multiple priorities, including problem-solving
- (E) Excellent verbal and written communication skills across stakeholders

What's in it for you?

- The salary for this role is £35,000 with incremental pay progression.
- You'll get 25 days holidays + bank holidays ever year. We're closed for Christmas but the rest of the year you may take leave whenever you wish.
- An extra day of annual leave for each year you've worked with us up to another 5 (30 in total)
- We offer a travel subsidy to help with the cost of commuting.
- We provide a 4% pension contribution
- Free Employee Assistance programme 24/7 with access to counselling
- We offer regular team meals and socials - generally during work hours and they are optional.
- We offer a cycle-to-work scheme and you'll get access to savings like charityworkerdiscounts.com



Working patterns

- This role is based at our 306 Kensal Road centre.
- The contractual hours are 37.5 hours per week but we are happy to accommodate 0.8 FTE including shorter hours.
- As an in-person service our staff are required to be on-site but we can support occasional homeworking
- With our focus on supporting adults with disabilities we believe it is vital to support our staff with neuro-diverse thinking or mobility issues. Many members of our team have reasonable adjustments, including members of our senior management team, and we are happy to discuss these.

Next steps

We ask you to apply by sending us your CV and cover letter to: jobs@piponline.org.uk, if you would like to discuss then please e-mail: DeniseL@piponline.org.uk

We recognise that your experience may be from unpaid roles as well as paid employment. Please include any voluntary work if it helps to show why you are the right candidate for the job.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact me on the e-mail below if you require any assistance or adjustment so that we can make the application process work for you.

The closing date for applications is Friday 3rd July. We encourage you to apply early, as applications will be reviewed as soon as they are received and we reserve the right to close the advert sooner subject to finding suitable candidates.

This post will require an enhanced DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

