



# Office Manager Applicant Recruitment Pack

Sefton is a really great place to live and work



# Welcome



Hi,

My name is Michael Mainwaring, and I'm the Workforce and Learning Service Manager. I'd like to thank you for your interest in the Office Manager role within Sefton Council's Workforce Learning & Development Team.

This is an important and varied position that plays a key role in supporting the smooth running of our service. The role combines people leadership, financial and administrative oversight, building and systems management, and a strong focus on continuous service improvement. If you enjoy creating efficient processes, supporting colleagues to do their best work, and enhancing the overall experience for both staff and customers, we would be delighted to receive your application.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

We're excited to hear from you. Best of luck!



## **About the Borough of Sefton**

Sefton is a confident and well-connected borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



## Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:

- **We put people at the heart of what we do** - ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** - fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** - encouraging creativity and continuous development.
- **We are ambassadors for Sefton** - promoting the borough positively and proudly representing our communities.
- **We are responsive and efficient** - delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** - being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

## Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at [www.sefton.gov.uk](http://www.sefton.gov.uk)

## An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve Navajo accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#).





## Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

## Workforce Learning and Development in Sefton

Sefton Council recognises that a skilled, confident, and engaged workforce is essential to delivering high quality services to residents. Workforce Learning and Development plays a central role in supporting this ambition by designing and delivering learning opportunities that build capability, strengthen leadership, and support continuous improvement across the organisation.

The service works in partnership with teams, managers, and external providers to deliver a wide range of learning solutions, including core skills development, leadership and management programmes, apprenticeships, professional development, and statutory and mandatory training. A strong focus is placed on inclusive learning, innovation, and aligning development activity with organisational priorities.

Based at the Sefton Corporate Learning Centre, the team supports both staff and services to adapt to change, develop talent, and foster a positive learning culture. The Office Manager role is integral to ensuring the Learning Centre operates as a high quality, professional environment that enables effective learning, collaboration, and service excellence.

## About the Role

The Office Manager is responsible for the day-to-day operational management of the Sefton Corporate Learning Centre. Working closely with managers and stakeholders across the Council, the postholder will ensure the Centre operates efficiently, professionally, and sustainably.





**Key areas of responsibility include:**

- Financial management, including budgets, income generation, financial systems, and reporting.
- Line management and development of x3 Learning and Development Support Assistants.
- Building and facilities management, including health and safety compliance.
- Business development and marketing activity to promote services.
- Systems management, administration, and customer experience.

This role suits someone who enjoys taking ownership, leading others, and supporting service excellence. Please see **appendix A and B** for a full copy of the Job Description and Person Specification.

## **What We Can Offer You**

**In return, we offer:**

- A supportive and collaborative working environment.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

## **Annual Leave and Work-Life Balance**

- Generous annual leave entitlement, increasing with length of service or state the actual entitlement: 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.



- Flexible working options to support a healthy work-life balance, subject to service needs.

### Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

### Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

### Family-Friendly and Inclusive Policies

- Family friendly policies, including enhanced maternity, paternity, adoption, and special leave to support employees when they require time off work to deal with issues in their life outside of work.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

### Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities. This commitment helps ensure that carers can balance their fostering responsibilities alongside their career, and reflects our dedication to supporting children, families, and those who care for them.

### Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.



- A supportive, values led organisational culture.
- Free parking at office bases (dependent).

## **How to Apply**

Complete the application form, clearly evidencing how you meet the essential criteria. Shortlisted candidates will be invited to interview and may be asked to complete a short task or presentation. The closing date for this vacancy is **Sunday 8<sup>th</sup> February 2026**.

Provisional interview dates are **Thursday, 19th February**, and **Friday, 20th February**.  
**Please note that previous applicants need not reapply.**

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

**Please ensure that you meet all of the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.**





## Appendix A – Office Manager: Full Job Description

### **JOB DESCRIPTION**

**Directorate:** Corporate Resources and Customer Services

**Location:** Sefton Corporate Learning Centre, Ainsdale

**Division:** Corporate Personnel

**Section:** Workforce Learning & Development

**Post:** Office Manager

**Grade:** H | £37,280 - £40,777

**Reporting to:** Workforce and Learning Service Manager

**Responsible for:** Learning and Development Support Assistants (3 posts)

### **Purpose of the Role**

To provide a highly effective and efficient office management function for the Sefton Corporate Learning Centre. The role has strategic and operational responsibility for financial management, administration systems, building operations, and business activity, alongside the line management of three Learning and Development Support Assistants. The postholder plays a critical role in ensuring the Centre operates as a professional, financially sustainable, and customer-focused service.

### **Key Responsibilities:**

#### **Financial Management**

- Monitor income generation against agreed targets, including the raising of purchase orders and invoices, and coordinating the accurate recording of gross and net income.
- Co-ordinate and maintain comprehensive financial information, liaising with managers and stakeholders across the Council and partner organisations.
- Prepare timely and accurate expenditure reports and budget monitoring information as required.
- Submit claims for income, prepare financial returns, and report on expenditure relating to externally funded grants, ensuring sign-off by the Head of Finance.
- Monitor budget performance, identifying financial risks and issues that could impact short, medium, or long-term service sustainability.



- Take day-to-day responsibility for the Council's financial systems (Agresso and I Want Finance), including authorising and approving expenditure; processing invoices, BACS payments, cheques, and raising journal transfers and inter-ledger adjustments.
- Procure a wide range of goods and services, including leased items, ensuring compliance with procurement regulations.
- Work closely with delegated budget holders to forecast budget projections, identify trends, and support informed financial decision-making.
- Support alternative and external funding arrangements by setting up systems to monitor expenditure, recover costs, and report to funding bodies.
- Review the Charging Policy annually, implementing monitoring processes to mitigate debt risk and ensure effective income recovery.

### **Business Development and Marketing**

- Work collaboratively with staff to identify new business opportunities and promote service growth.
- Communicate new products and service developments to existing and prospective customers.
- Lead on the development of marketing materials including newsletters, flyers, and digital content.
- Maintain and update the service website and utilise social media platforms to promote the Learning Centre.

### **Leadership and Management**

- Support the management team by contributing to the strategic direction of the service in line with organisational objectives and best practice.
- Provide regular supervision, performance management, and development support for staff reporting to the post.
- Agree objectives, monitor progress, and identify learning and development needs through structured supervision and PDR processes.
- Lead recruitment, selection, and appointment processes as required.

### **Building and Facilities Management**

- Co-ordinate all matters relating to building security, equipment, facilities, and support services.
- Manage health and safety compliance, including COSHH, Legionella, Fire Safety, and PAT testing.
- Maintain accurate records and undertake responsibilities as Chief Fire Warden and First Aider.

- Complete and review risk assessments, including Fire Risk Assessments, Health and Safety, Stress, and DSE assessments.
- Maintain staff training records for Fire Warden, Manual Handling, and First Aid.

### **Operational and Administrative Support**

- Provide high-quality administrative support to Learning and Development Business Partners, the Corporate Apprenticeship Team, and external customers.
- Work in partnership with internal teams and external stakeholders to streamline processes and identify opportunities for improved efficiency.
- Design and implement systems for gathering customer feedback to evaluate service effectiveness and inform future development.
- Ensure confidentiality, security, and accuracy of records across all electronic systems.
- Support Freedom of Information (FOI) requests in a timely and compliant manner.
- Oversee the Learning Centre's facilities, including reception services, training rooms, and portable electrical equipment, ensuring efficient and effective use.
- Review and improve management information systems, including the Learning Management System (LMS), working with system providers to resolve issues and propose enhancements.
- Monitor and manage physical resources to meet evolving customer and business needs.

### **General Responsibilities**

- Contribute to the implementation and review of departmental policies and procedures.
- Manage competing priorities effectively, working with minimal supervision.
- Attend supervision, appraisal, and development meetings as required.
- Provide administrative cover when necessary.
- Undertake other duties commensurate with the grade to meet service demands.



## **Appendix B – Office Manager: Person Specification**

### **Qualifications (Essential)**

- Level 3 Management qualification or equivalent relevant workplace experience.

### **Experience (Essential)**

- Managing, supporting, and motivating staff.
- Working collaboratively with a wide range of stakeholders.
- Managing workloads, planning activities, and meeting competing deadlines.
- Using ICT systems, including word processing, spreadsheets, and databases.
- Working in a Learning and Development environment.
- Preparing written reports and management information.
- Handling budgets and financial information.

### **Experience (Desirable)**

- Building or facilities management.
- Marketing or business development.
- Identifying or supporting income generation opportunities.

### **Skills, Knowledge and Attributes (Essential)**

- Strong written and verbal communication skills.
- Ability to work constructively with staff, customers, and partners at all levels.
- Ability to remain calm under pressure and prioritise own workload and that of others.
- Proactive, adaptable, and solution-focused approach.
- Strong customer focus, using feedback to improve services.
- Knowledge of data protection and information governance.
- Working knowledge of Learning Management Systems (LMS) including classroom and e-learning administration.
- Ability to work flexibly and effectively as part of a team.

### **Skills, Knowledge and Attributes (Desirable)**

- Knowledge of local authority policies, procedures, and governance frameworks.
- Ability to support development of new business opportunities and service growth.

### **Special Requirements (Essential)**

- Ability to work flexibly to meet the needs of the service.



