

Office Manager

40 hours per week. Permanent contract

Department:	Central Services	Level:	Leadership-2
Reporting to:	Deputy Chief Executive	Location:	Office based

Job Description

Purpose of the Post

You will be the lynchpin around which the administration of our charities revolve. Based at our head office in London, your primary responsibility will be to organise and coordinate administration duties and office procedures, creating and maintaining a pleasant work environment. You will ensure high levels of effectiveness across the charity, and promote good communication and a safe working culture. You will be experienced in using a variety of office software to maintain accurate records.

You will be highly organised, able to work in a structured way and to prioritise and tackle a myriad of different tasks and duties – often juggling several at the same time.

As the central point of contact for everyone within our charities you will have an overview of many different things. You will quickly develop an impeccable working knowledge of the charities and their aims, and will “pitch in” wherever necessary to ensure each charity operates smoothly. A cheerful, can-do attitude is imperative, as is the ability to build strong relationships and work well with a diverse range of staff based in the head office and across the UK.

Principal Responsibilities

Administration

- Line management of key administrative staff.
- Management the office budget, including processing invoices.
- Upkeep of the charities’ customer relationship management (CRM) system; providing support to users and troubleshooting issues.
- Act as the lead manager for ensuring compliance with data protection principles, policy and legislation.

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Holderness House, 51-61 Clifton Street, London EC2A 4DW acctuk.org / cadetsinschools.org

ACCT UK is a registered charity in England, Wales and Northern Ireland (305962) and in Scotland (SC039057)

CCFA is a registered charity in England, Wales and Northern Ireland (1170994) and in Scotland (SC048021)

- Training users of the CRM.
- Serving as a point of contact for internal and external communications, including general enquiries, phone calls, emails, and correspondence.
- Coordination of administrative support to other departments, such as managing fundraising supplies and posting them to supporters.

Office Duties

- Answer the office telephone, manage front of house and carry out reception duties.
- Communicate effectively with internal and external people in a way that both enables the work of the charities and enhances their reputations as friendly, supportive and engaged organisations.
- Manage the group email inboxes, ensuring queries are responded to promptly.
- Manage the office environment including:
 - Health and Safety considerations
 - Ordering supplies
 - Managing contracts for office services and equipment
 - Liaise with the landlord and contractors on building services and faults
 - Liaise with other building users
 - Maintain and manage internal records and information-architecture
 - Maintain the Physical Asset Register and the Information Asset Register
 - Inducting new staff
 - Maintain a tidy and well organised office environment
 - Maintain a booking system for the meeting rooms
- Work with the Senior Executive Assistant to support the SLT and trustees, particularly in administering meetings and external visitors to the charity.
- Act as the focal point in organising the charity's office-based meetings and social gatherings.

Insurance

- Manage all insurance products for ACCT UK and CCFA.
- Work with the Membership Manager and the Marketing Manager to promote insurance as a member-service.
- Manage the Personal Accident (PA), travel and legal help insurance for members:
 - Manage the insurance budgets.
 - Act as first point of contact for both charities for insurance advice and queries
 - Administer member PA and travel insurance premiums agreeing quarterly invoices with the Broker
 - Facilitate all insurance claims. Support and communicate with claimants and the Claims' Broker to expedite claims.
 - Quarterly reporting of insurance claims and performance to the Deputy Chief Executive.

Project Management

- Managing small to medium-sized projects within the office
- Organise the annual ACCT UK Excellence Awards

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- Manage of the guest list and invitations
- Act as main point of contact for award winners and guests
- Book travel and hotels for award winners
- Book the venue and liaise with staff on arrangements
- Liaise with the Catering company to confirm a menu.
- Liaise with the production company to produce the trophies
- Event management on the day to ensure success.

General

- Any other commensurate task as directed by line management.

Key Skills and Attributes

Essential	Desirable	Methods of assessment
Qualifications and Training		
<ul style="list-style-type: none"> • Practical experience in administrative roles, ideally in a charity environment 	<ul style="list-style-type: none"> • Business or event management qualification 	Application, interview
Experience and knowledge		
<ul style="list-style-type: none"> • 3-years' experience in an administrative position • Understanding of Health & Safety requirements within the office environment • Experience of using a customer relationship management system 	<ul style="list-style-type: none"> • Experience of line management • Experience within the charity or not-for-profit sector • Understanding of procurement • Experience of event management 	Application, interview, references
Skills and ability		
<ul style="list-style-type: none"> • Computer literate; advanced level using Microsoft products • Excellent written and verbal communication skills • Integrity and discretion in handling charity and beneficiary information • A 'can do' attitude and ability to maintain composure under pressure • Well organised and able to prioritise 		Application, interview, references