

**Post:** **Office Manager**

**Current Post Holder:**

**Salary Scale:** **2**

**Responsible to:** **Board of Directors**

**Responsible for:** **Administration Assistant, book-keeper & volunteers**

**Job Purpose** To facilitate the efficient functioning of the office

## **Key Task Areas**

### **1. General Office Management**

- Supervise the office systems including initial processing of post, e-mail, website orders, telephone calls and organise filing, databases & stationery
- Maintain membership records including sending reminders to overdue members
- Coordinate mailings; ensure that there is appropriate staff and volunteer support and that other practical arrangements are made
- Co-ordinate and record regular and frequent office and work planning meetings
- Ensure office machinery and systems are maintained
- Take the lead in matters related to the office lease & property maintenance including security systems and insurance

### **2. Finance**

- Liaise with the book keeper regarding the management of small purchase and sales ledgers, cash, cheques, credit card payments, bankers orders and salary and pension payments
- Work with the staff team in preparing the annual organisational budget for presentation to the Board
- Monitor and report on the budget and cash-flow to ensure the ongoing financial viability of the organisation and anticipate problems
- Liaise with the book-keeper and auditors on the production of annual accounts for the Board's approval and for dissemination to members
- Work with the staff team to identify areas of fundraising potential from the membership, supporters and grant making bodies

### **3. Merchandise and publications**

- Co-ordinate the development of the merchandise range in consultation with the staff team and order publications and merchandise when required.
- Carry out regular stock-takes and maintain records for Sale or Return and audit purposes
- Respond to requests for merchandise and materials for stalls

- Contribute to the updating of publicity materials and provide administrative support for the printing of publications, leaflets etc

#### **4. Company business / legal**

- Organise and record Director's meetings
- Provide administrative support to the Secretary of Baby Milk Action's Board of Directors
- Co-ordinate the planning and organisation of the Annual General Meeting and associated official notices and mailings
- Maintain company records to comply with Companies House and company law requirements
- Ensure that Baby Milk Action is compliant with legislation regarding Data Protection

#### **5. Human resources**

- Ensure that job descriptions and contracts are up-to-date and correct
- Ensure that the organisation's human resources policies are in line with current legislation & good practice
- Co-ordinate staff recruitment including advertising, application packs, interview schedules etc

#### **6. Health and Safety**

- Undertake reviews of the Health and Safety standards and update the policy and practices as necessary
- Ensure staff, volunteers and visitors are aware of standards and carry out good practice

#### **7. Volunteer Management**

- Seek to ensure that volunteer staffing is appropriate and sufficient for the needs of the organisation
- Respond to requests for volunteer support from other staff team members where possible
- Supervise volunteers providing administrative support

### **Supporting task areas**

Assist Campaigns staff with Area Contact support & campaign mailings and events  
Share 'domestic' tasks with the rest of the staff team and volunteers

### **Working hours**

The post is for 25 hours/week. While 5 hours/day is preferred, there is some flexibility and actual hours will be agreed in the contract. The post will involve occasional travel, such as for meetings of the Board of Directors (sometimes held in London), which may involve changes to working hours for that day. Very rarely, working outside normal office hours with advance notice may be necessary (for example, the Annual General Meeting is usually held on a Saturday).

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## **Accountability**

Each staff member is accountable to the staff team for fulfilling their job responsibilities. The team meets regularly every 2 - 3 weeks to discuss work planning and general office issues. In addition to tasks agreed in the job description all staff will be expected to undertake any task that contributes to the smooth running of the organisation. Organisational accountability takes place mainly by the staff team reporting to the Board of Directors.

## **Financial**

The Office Manager is responsible for setting and monitoring budgets for projects s/he is managing and together with the staff team for the overall setting and monitoring of the organisational budget. The Office Manager is a signatory to financial agreements and cheques and holds a business credit card.

## **PERSON SPECIFICATION**

The successful applicant should have the following skills and experience:

### **Essential**

- Computer literacy (MS Office, database, internet/email)
- Financial management
- Self-Motivation
- Excellent written and verbal communication
- Organised with an attention to detail
- Ability to prioritise and be proactive
- Adaptability & ability to work as part of a team

### **Desirable**

- An interest in campaigning, health and development issues
- Desktop publishing (e.g. layout of Annual General Meeting invitation)

*Knowledge or experience or an ability / willingness to learn the following:*

- Human Resources
- Company Practices
- Health & Safety Issues
- Volunteer Management