

January 2012

Office Manager - Job Description

Post – Office Manager (full time)

Reports to – The Chief Executive

Place of work – Whitechapel

Salary: £25,000

Terms of employment: Full time, permanent post with a 3 month probationary period.

Hours: 37.5 hours per week, from 9am to 5.30pm.

Holiday entitlement: 25 days per annum, in addition to bank holidays.

Criminal Records Bureau check required if appointed.

Post objective – To ensure the efficient and effective management of the CHECT office and provide administrative support to the staff team and board of trustees.

Key external contacts:

Clinical teams at the Royal London and the Birmingham Children's Hospitals

Families affected by Rb

Members of the public enquiring about Rb

Suppliers and contractors

Researchers

Donors, fundraisers and supporters

Key internal contacts:

Staff

Trustees

Members

Volunteers

Key areas of work:

1) Information management and communications

Ensuring efficient systems are in place for the management of information and communication within the trust.

Responsible for updating the database, processing new membership and running queries and reports as necessary.

Updating and maintaining the website, and social networks, including Facebook, Twitter, and the member's forum.

Under the guidance of the communications officer, production of the e-newsletter including writing, gathering and editing articles, formatting, production and distribution.

Assisting with the production of the InFocus newsletter and including gathering and editing articles, formatting, production and distribution.

2) Office Management

Managing the day to day efficient running of the office, e.g. post, stationery, filing, ensuring sufficient supplies and taking notes at meetings.

Ensuring appropriate systems are in place to enable effective and efficient working in the office.

Supporting the staff team (currently 5) and trustee board (currently 14)

Recruitment, management and support of a small team of office volunteers.

Acting as the first point of contact in the office, answering calls, email enquiries, fulfilling information requests and directing enquiries to the most appropriate source.

3) Financial management

Monitoring income, including banking donations, coding, paperwork and basic book keeping. Writing thank you letters and processing Gift Aid claims.

Managing expenditure, including raising cheques for paying invoices, keeping track of bank balances, alerting the CEO when transfers are needed, checking interest rates of accounts, and working within budgets.

4) Events

Responsible for organising meetings and events including the Annual Members' Day and any one-off member's events.

Providing support for the regional events

5) Trustee support

Preparing, printing and circulating papers for the board meetings.

Fulfilling the role of Secretariat for the Research Sub-Committee by preparing papers, liaising with the Chair and board, taking minutes at the meetings and ensuring agreed actions are completed.

Any other duties that may be required which are consistent with the nature and grade of the post.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

December 2011