

**January 2012**

## **Office Manager - Person Specification**

**Post – Office Manager (full time)**

**Reports to – The Chief Executive**

**Place of work – Whitechapel**

**Post objective –** To ensure efficient and effective management of the Childhood Eye Cancer Trust office and provide administrative support to the staff team and board of trustees.

### **Qualifications required**

Educated to at least A-level or the equivalent

GCSE level English and Mathematics

IT qualification (desirable)

### **Experience required**

- Significant experience as an office manager
- At least 5 years full time (or the equivalent) administrative experience including minute taking and report writing.
- Experience in using a range of information management systems.
- Experience in implementing improvements and more effective systems which benefit the team and the organisation.
- Experience and confidence in using up to date Information and Communication Technology
- An excellent working knowledge of all Microsoft applications.
- Significant experience in financial monitoring and management
- Experience in providing support to members of a small staff and team and the willingness to be flexible in the tasks that are undertaken.

- Experience in managing a large workload, multiple complex tasks and responding to changing priorities.
- Experience in event management.
- Experience in working with social media and websites
- Experience in production of newsletters (desirable)
- Experience of working with volunteers (desirable)

### **Essential skills required**

- Ability to be flexible, organised, work quickly and efficiently and to meet tight and sometimes changing deadlines.
- Commitment to the purpose of CHECT and showing empathy with those the trust supports.
- Happy to cope well with a very varied workload and learn new skills when required.
- A willingness to listen and the ability to accurately carry out instructions as well as being self driven.
- Excellent communication skills, both written and oral and a friendly, helpful and professional telephone manner.
- Excellent interpersonal skills with a friendly outgoing personality, conveying confidence and efficiency as well as sensitivity and empathy.
- Strong organisational and planning skills with particular attention to detail and full completion of tasks.
- A willingness to form productive and supportive working relationships with people from all backgrounds and bring out the best in those around you.
- Committed to working as part of a small team and significantly contribute to its effectiveness and success.
- Ability and willingness to adhere to the Trust's confidentiality policy

**Other requirements**

- Willingness to work flexibly and out of contractual hours occasionally (time off in lieu will be given).
- Common sense and a good sense of humour.