



Job Description

Post: Office Manager

Grade: 7

Centre: Martin Mere

Directorate: Operations

Reporting to: Senior Operations Manager

Main function of the post: To provide administration assistance to the centre, maintain centre records, operate the switchboard and provide secretarial assistance to the Senior Operations Manager.

Supervisory Responsibility: One full -time member of office staff and occasional volunteers

Hours worked: 37.5 hours a week, Monday to Friday 9am to 5.30pm. Fixed-term contract from December 2011 to July 2012.

Main duties of the post:

- 1) Be responsible for petty cash, processing of invoices, payment of casual and temporary staff within the canoe safari, building, grounds & reserve departments
- 2) Be responsible for keeping an accurate set of accounts for the centre with particular attention to admin, projects, grounds, buildings, and conservation budgets. Check through management accounts monthly with heads of departments and inform HQ of any notable changes
- 3) Have responsibility for operating the switchboard and deal with telephone enquires
- 4) Undertake general office duties including word processing, photocopying, production of reports, maintaining Centre diary, hire vehicle bookings, monitoring electricity and water bills
- 5) Attend centre meetings, take notes and produce and circulate minutes and agendas
- 6) Be responsible for the management, operation and replacement of office equipment including Photocopier

- 7) Provide secretarial support to Senior Operations Manager including manage their diary, making travel arrangements and administration filing
- 8) Manage the Health and safety administration as directed by the health and safety officer. To arrange First Aid training in consultation with the Health & Safety Manager and HR
- 9) Liaise with HQ departments regarding the co-ordination of stock lists, end of year accounts, WWT magazine special projects
- 10) Have responsibility for pricing and coordinating conferences, meetings and group bookings. This will include hiring out facilities and being at present events
- 11) Instruct IT with Martin Mere's requirements and oversee the telephone system
- 12) Be responsible for sponsorship in the grounds and maintain a data base of sponsored items seats, hides, pens

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: 2007

Date Amended: September 2011

Person Specification

1. Qualifications

Essential:

- Good general education (minimum of 2 GCSE's or equivalent to include English and Maths)
- Typing RSA stage II

Desirable:

- First Aid certificate

2. Experience

Essential:

- Experience gained working as a PA / Administrator including managing budgets, invoicing, and general finances
- Experience of dealing with the general public
- Good organisational and communication skills
- Full computer literacy to include Microsoft Office: Word, Excel, Outlook, Internet, Access, PowerPoint

Desirable:

- Customer Care
- Basic administration and secretarial skills
- Interest in conservation/environment
- CRB certificate

3. Managerial & Supervisory

Essential:

- Be responsible for one full time member of staff and volunteers.
- Responsible for allocating duties, defining priorities and training requirements

Type of staff	Number managed	Number supervised
Permanent Staff	1	0
Volunteers / Casual Workers	0	0

4. Responsibility

Essential:

- Assist with managing accounts for the Martin Mere centre, and be responsible for admin departments accounts
- Responsible for providing a professional and efficient reception and admin area

- Responsible for secretarial support to the Senior Operations Manager

Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	0
Cash Handling	£600
Assets (required for job, exc buildings)	0
Visitors (per annum)	0

5. Creative Ability

Essential:

- Well organised and able to plan work routines for others
- Have ability to adapt to budget changes within the department
- Develop and maintain changes to procedures and processes to ensure that efficiency of admin department remains of a high level

6. Contact

Essential:

- Able to work well in a team, good communication skills both written and verbal
- Be in contact with Members of the public, groups and VIP's on a daily basis

General Notes

This is a full-time position, which will from time to time; require work during some evenings, weekends and public holidays to meet the needs of the post.

A current driving licence is essential as travel to other WWT locations is a requirement of the post.