



Job Description

Post: Office Manager

Grade: WWTC band D

Centre: Headquarters, Slimbridge

Directorate: WWT Consulting

Reporting to: Associate Director, WWT Consulting

Main function of the post: To maintain and operate effective and efficient office systems to ensure the smooth management of the administrative support for WWT Consulting.

Supervisory responsibilities: Administration Assistant

Hours worked: 37.5 hours per week

Main duties of the post:

General Office Administration:

1. To provide PA and office support to the three Associate Directors by ensuring that all general, written, telephone and email enquiries to the consultancy are dealt with quickly, effectively and courteously. This will include the collection and distribution of mail, keeping holiday/ absence returns, processing timesheets, sourcing and ordering office equipment, arranging car hire, accommodation, travel itineraries and insurances, typing and drafting correspondence and reports where applicable;
2. To operate efficient and effective internal accounting systems including raising purchase orders and sales invoices, credit control, client liaison and processing of credit card and staff expenses;
3. To monitor income and expenditure within WWT Consulting and use 'early warning systems' to notify the Associate Directors of any potential issues;
4. To be the systems administrator and main point of contact for Coretime project management and ACT! contact management systems dealing with and reporting issues as and when they arise;
5. To arrange and attend relevant Board Meetings, departmental management and Senior Management Team Meetings, ensuring the timely

circulation of papers, and then producing accurate and concise minutes of meetings, identifying actions where appropriate;

6. To manage WWT Consulting's equipment inventory and ensure that necessary insurances, maintenance agreements and servicing are kept up to date;
7. To conduct regular ISO14001 audits and maintain carbon tracking records to support our environmental management systems;
8. To assist with maintenance of ISO 9001 Quality Management system document control;
9. To assist with business development and marketing activities such as sending quarterly e-newsletter, updating intranet, assisting with arranging marketing events, and
10. To ensure that WWT Consulting's Administration Procedures manual and other company documentation are kept up to date.

Supervisory Role

11. Responsible for the setting of objectives and performance management of the Administration Assistant.

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

Date raised: December 2011

Amended: January 2012

Person Specification

Qualifications/Training

Essential:

- Good general education to at least 'A level' standard, or equivalent (including GCSE or equivalent in English Language).

Desirable:

- Qualification in business administration / management of office systems e.g. degree equivalent,

Experience

Essential:

- Previous experience in Office Management and / or as a PA at senior level in a busy environment;
- Experience of operating computing systems including MS Office applications (Word, Excel, Access, PowerPoint, Outlook etc)
- Excellent secretarial skills including:
 - Word processing / typing;
 - Minute taking;
 - Use of Outlook, Word, Excel and Internet;
 - Knowledge of accounts / budgetary procedures;
 - Ability to write own correspondence;
- Ability to work on own initiative and make responsible decisions when necessary;
- Excellent time management skills and ability to multi-task, work under pressure to tight deadlines and changing priorities, and
- Clear telephone manner.

Desirable:

- Use of time-sheet and project management systems such as Sage Coretime;
- Use of contact management systems such as Sage ACT!;
- Understanding of ISO 9001 or other Quality Management system, and
- Understanding of ISO 14001 or other Environmental Management system.
- Previous experience of working in an environmental consultancy and international clients

Managerial

Essential

- To be responsible for the line management of the Administration Assistant including setting objectives and monitoring performance, and
- To oversee and monitor the work of other staff as and when needed.

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

Responsibility

Essential

- Responsible for the smooth, efficient and effective day-to-day running of WWT Consulting's office;
- To monitor income and expenditure within the department, and
- Responsible for ensuring the timely preparation of meetings and travel arrangements / itineraries.

Levels of financial responsibility

Type of Responsibility	Level (£)
Expenditure (exc payroll)	500
Cash Handling	50 (petty cash)
Assets (required for job, exc buildings)	0
Visitors (per annum)	0

Creative Ability

Essential

- Able to make decisions and deal with urgent situations in the absence of relative member of staff.

Contact

Essential:

- Able to answer routine correspondence and enquiries on behalf of WWT Consulting, and
- Confident with the ability to communicate and get on well with colleagues, external contacts and the general public at all levels.

General Notes

This is a full-time position which may occasionally require additional hours work to meet the needs of the post.

Special Conditions

This post is based at WWT Headquarters, Slimbridge, Gloucestershire, however this location may change in the future due to expansion.

Access to confidential papers.