

JOB DESCRIPTION

Job Title:	Office Manager
Responsible To:	Director of Finance & Operations
Location:	To be based at Head Office in East Lulworth Dorset with some opportunity for home working.
Salary:	Band D - £30,527 to £34,621 depending upon experience plus 8% employer pension contribution
Duration:	Established post

Job Purpose

- Responsible for Health & Safety within the organisation, acting as Health & Safety Lead
- Responsible for the development and management of Butterfly Conservation's Office Management team, ensuring excellent administration, communications and support with all staff, branches and volunteers.
- Property & Facilities management to ensure the smooth running of BC's Offices.
- Responsible for management of the contracts and leases for the organisation.
- Responsible for the organisation and management of BC internal events.
- Manage the @info mailbox ensuring excellent customer service and responses are met within SLA.

Main Responsibilities

1. Ensure effective, high quality and timely front of office services. Ensuring all enquiries are responded to within the agreed timelines.
2. Management of facilities – including but not limited to, all buildings, leases, annual insurance renewal, renewal and research of new contracts and implementation of SMART working processes.
3. Effective line management of the Office Management Team to ensure the smooth running of daily office operations
4. Responsible for managing budgets and ongoing monitoring applicable to the role.
5. Provided administrative support to Finance & IT as required.

6. Organise and service events including the Annual General Meeting and Members' Day, International Symposium and other ad hoc events, e.g., Open Days.
7. Assist with the development, implementation and monitoring of BC's Sustainability policy.
8. Manage the development and lead on implementation of Butterfly Conservation's Health & Safety Policy, risk assessments and codes of practice for all staff, offices, Branches and volunteers. Ensuring compliance, training and accurate records are maintained Producing regular reports on Health & Safety for Senior Managers and Trustees.
9. Manage annual insurance renewal claims and administration
10. Manage policies and procedures associate with the role.
11. Manage the Business Continuity Plan ensuring it is kept relevant and up to date.
12. Provide reporting and analytics associated with the role.
13. Developing and maintaining the Library catalogue and Library.
14. Development and implement a process for booking travel for BC employees.
15. Reviewing and improving processes to ensure lean and scalable.
16. Provide support to Director of Finance & Operations as required.

General

- Promote BC's values (Excellence, Passionate, Inspiring, Collaborative) ensuring they are adopted in all aspects of the role.
- Undertake any other reasonable duties as required and commensurate with the grade of post.
- Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities to help foster a diverse workforce.
- Work in accordance with BC's policies, procedures, and codes of conduct.
- Actively participate in on-going professional development activities.



PERSON PROFILE

JOB TITLE: Office Manager

Technical/Specialist Skills	Essential	Desirable	Method of assessment
Proven experience in a similar role	✓		A/I
Experience of managing a small team	✓		A/I
Educated to degree level or equivalent experience	✓		A/I
Extensive experience of administration processes	✓		A/I
Excellent written, spoken communication and presentation skills	✓		A/I
Excellent interpersonal skills	✓		A/I
Prolific in the use of Office applications such as Word, Excel, PowerPoint and ability to use CRM databases	✓		A/I
Excellent in digital communications tools e.g., Zoom	✓		A/I
Experience of change management, implementing new processes & systems	✓		A/I
Experience of Property, Lease & facilities Management	✓		A/I
Experience of contract management	✓		A/I
Experience of event and meeting management	✓		A/I
Excellent proven organisation skills	✓		A/I
Experience of Office Management	✓		A/I
Experience of managing Health & Safety	✓		A/I
Experience of managing Insurance		✓	I
Recognised H&S qualification		✓	I
Knowledge of H&S in a conservation environment		✓	I
Basic finance experience		✓	I
Full driving licence (or means to travel around the area) and valid car insurance for business use	✓		A
An awareness of sustainable practices		✓	I
Budget Responsibilities			
Experience of managing budgets	✓		A/I
Line Management/Contractor Responsibility			
Line management experience	✓		A/I
Previous experience of supervision of contractors	✓		A/I
Dealing with Volunteers/Managing External Partners and others			
Experience of working with Volunteers and Branch committees		✓	I
Experience of dealing with contractors and service providers	✓		A/I
Personal Attributes			
Empathy with aims and objectives of BC	✓		I
Pro-active in resolving problems and improving efficiency	✓		I



Butterfly Conservation

Saving butterflies, moths and our environment

Personal Attributes			
Analytical and methodical, with a high degree of accuracy	✓		I
Well organised and self-motivated; able to plan and undertake work on your own	✓		I
Able to prioritise a diverse workload, meet tight deadlines and use own initiative	✓		I
Flexible: able to rapidly assimilate information and adapt to a changing environment	✓		I
Able to work effectively as a member of a team	✓		I
Pragmatic, innovative, enthusiastic and able to motivate others	✓		I
Able to manage potential conflicts by dealing with people in a calm and professional manner	✓		I
Willing to work some weekends and evenings and away from home	✓		I

Key:

A = Application Form

I = Interview