

JOB DESCRIPTION

Position: Office Manager
Reports to: Chief Operating Officer
Location: West London

POSITION SUMMARY

The Office Manager will provide effective administrative and logistical support to the small team working at the Trust, and will directly support the Trust's Chief Operating Officer. The Office Manager is the first point of contact for those visiting or telephoning the Trust, and has to deal with trustees, grantees and potential grantees from all over the world, as well as with the Trust's suppliers and advisers.

The role includes the day-to-day management of the office, the organisation of events and meetings and the maintenance and updating of the Trust's website. The Office Manager also administers grant enquiries from those wishing to make an application, and provides general administrative support to the grant-making process.

The main areas of responsibility include:

Office management:

- Dealing with suppliers of goods or services to the office
- Acting as the first point of contact to all enquiries made to the Trust by telephone, mail and in person
- Arranging IT support (with Trust's designated IT personnel) as needed
- Carrying out duties relating to office health and safety and first aid, with appropriate training provided as needed.
- Organising and overseeing any refurbishments/office moves etc.
- Maintaining leases and managing rate and rent negotiations

HR responsibilities:

- Placing advertisements and issuing announcements
- Managing applications received
- Co-ordination of interviews
- Issuing offer and rejection letters
- Sending reference requests

Grant enquires and grant administration

- Logging grant enquiries received and allocating to programme staff
- Maintaining the database of enquiries
- Issuing letters of rejection to those not invited to apply
- Receiving grant applications, confirming they are in order and requesting missing documents
- Proofreading recommendations from Programme Officers ready for submission to Trustees

- Dealing with initial queries from those considering an application, either by phone, email or post.
- General support to the grant making process as required
- Organising and maintaining accurate programme documentation and files.

Events management:

- Organisation of events when needed, including lunch presentations, trustee meetings, conferences and workshops.
- Producing related content for website and other publications as necessary.

Publicity and communications

- Co-ordinating production of Trust publications as needed, e.g. Annual Review
- Collating and reviewing material and content.
- Liaising with design/printing company to co-ordinate arrangements for publication and distribution, ensuring that all materials are of a high standard.
- Collating, proofreading, and uploading materials, as agreed by the Trustees, programme staff and Chief Operating Officer, as applicable, for inclusion on the Trust website

General support to the Chief Operating Officer as required.

The Office Manager may be required to undertake other duties, as determined by the Chief Operating Officer and in consultation with the Office Manager, which are consistent with the duties set forth above. It is essential in a small, busy office, that the Office Manager is fully engaged with all aspects of the Trust's operation.

PERSON SPECIFICATION

- Good standard of general education
- At least five years of work experience, preferably in the not-for-profit sector.
- Excellent communications skills, both verbal and written.
- High level of numeracy and computer literacy. Proficient in Word and Excel. Knowledge of the Benefactor grants management software or other database experience would be an advantage.
- Excellent interpersonal skills and ability to work with people at all levels and from a variety of ethnic and cultural backgrounds.
- Excellent attention to detail and ability to complete tasks on time and to an agreed standard.
- Ability to work under pressure and to manage multiple tasks.
- Demonstrable interest and commitment to human rights.
- Flexibility and a sense of humour.

SRT will only consider applications from candidates who already have the right to live and work in the European Union