



JOB DESCRIPTION

JOB TITLE:	Office Manager
RESPONSIBLE TO:	Chief Executive Officer, CVPT
LOCATION:	Cuerden Valley Park Trust Office, Visitor Centre, Berkeley Drive, Bamber Bridge, Preston PR5 6BY
PURPOSE OF ROLE:	<p>To provide an efficient service of financial and administrative support for the Cuerden Valley Park Trust (CVPT).</p> <p>To act as Company Secretary to the CVPT.</p> <p>Provide excellent standards of customer care to the supporters of the CVPT.</p>
HOURS:	<p>Full time (based on 37.5 hours) over 5 days (Mon-Fri). There will be occasions when the postholder is expected to work outside of these hours and a degree of flexibility will be required. Time off in lieu of extra hours worked will be given.</p> <p>Job Share will be considered.</p>
SALARY:	£23,000
PENSION:	After the probation period, the post holder will be eligible for employer's contributions of 5% to a private pension scheme providing the employee contributes at least 3%.
CONTRACT:	This is a regular, permanent contract.
PROBATION:	There is a three-month probationary period for this post.
PAID LEAVE:	23 days per annum initially pro rata (excluding public holidays).

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KEY RESPONSIBILITIES

Finance

- Processing of payments on behalf of budget holders
- Cash Reconciliation and banking of monies, including from various car par ticket machines across the Park.
- Operational book-keeping (experience of Sage Line 50 is essential) to include:
 - Data input and reconciliation of bank accounts
 - Payment and issuing of invoices
 - Purchase Orders
 - Creditor and Debtor ledgers
- Preparation of Pay Roll for monthly submission to and in liaison with Trust Accountants.
- Preparation of Gift Aid claims and processing of any Donations/Gifts in Kind to the Trust.
- Timely preparation of financial reports, in collaboration with Trust Accountants, as required by the Chief Executive Officer (CEO).

Company Secretary

- Key contact and communications hub for CEO/Board of trustees/sub-committee members
- Preparation & distribution of Minutes, all Board papers, and contacts update lists.
- Responsible for all practical arrangements for all Board and sub-committee meetings
- Maintenance of statutory financial and other data, e.g., Charities Commission web pages.
- Arranging & giving appropriate notice for the Annual General Meeting of the Trust
- Collation and/or preparation of reports for all Trust meetings.

Administration

- Manage the office administration to ensure efficiency of operations, secure storage of sensitive information and compliance with GDPR (General Data Protection Regulation)
- Responsible for all general administrative duties to include internal and external correspondence - in person, via telephone, email and social and digital media platforms. Also filing, record-keeping, data collation, copying and storage.
- Make and collate contributions to the digital and social media platforms for CVPT.

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- Provide messenger, referral and gate-keeping service to CEO and other internal clients as appropriate.

HR Administration

- Data capture, processing and monitoring of:
 - Time sheets
 - Sick leave
 - Annual leave entitlement
 - Collate and secure storage of any other sensitive HR information such as training & development plans and personal information for staff and volunteers.

Customer care: External

- Be the first point of contact for central CVPT enquiries during normal office hours
- Administrator for Feedback system, including external platforms such as TripAdvisor.
- Provide a professional, efficient and engaging service as first contact for all who interact with the CVPT. This includes visitors to the offices and the Park, contractors and suppliers, among others.
- Provide specific support and point of contact for the CVPT Allotment Tenants.

Customer care: Internal

- Assist the wider team with the hospitality of visitors to the CVPT offices.
- Plan & supervise volunteer help in the CVPT offices

Facilities

- Maintain a clean, welcoming, safe and secure environment in the CVPT offices.
- Act as CVPT Office Health & Safety point of contact and act as Fire Officer for the main CVPT office building.
- Supervision of any external contractors within the CVPT offices.

General

- To adhere to all policies and procedures implemented by Cuerden Valley Park Trust. These are set out in the Cuerden valley Park Trust Staff & Volunteer Handbook.
- Act as GDPR Data Officer for the CVPT as a central contact for all information relating to this statutory responsibility.
- Be responsible for their own training and development within the role in liaison with CEO as part of the Performance & Development Review system.

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PERSON SPECIFICATION

JOB TITLE: Office Manager

FUNCTION: To provide financial and administrative support to the Cuerden Valley Park Trust operations and to act as Company Secretary for the Trust.

The table below sets out the essential criteria necessary to undertake competently the duties and responsibilities of this varied post. Candidate selection will be made against all the criteria to determine the best fit overall for the role.

There are some elements of the role for which specific training and induction will be required and this will be provided to the successful candidate. This section details the experience, skills and knowledge required for the post.

Experience	Essential	Desirable	Assessment
Experience of Sage Line 50 book-keeping & associated applications	✓		A
Competent user of Microsoft Excel, Word, Outlook,	✓		A
Safe & efficient Cash handling experience, including collection & banking	✓		A
Experience of working within a voluntary organisation		✓	A/I
Extensive experience of administrative and/or secretarial work	✓		A/I
Experience of providing excellent customer service to both internal and external clients/visitors	✓		A/I

Knowledge	Essential	Desirable	Assessment
Strong knowledge of principles & delivery of Customer Care to internal and external clients/visitors	✓		A/I
Principles of book-keeping and basic accounting for small business	✓		A/I

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Health & Safety as appropriate to the scale and scope of this post, including basic Risk Assessments		√	A/I
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Skills	Essential	Desirable	Assessment
Strong communication skills (written, spoken, online)	√		A/I
Excellent numeracy	√		A/I
Ability to establish & maintain effective relationships with a wide range of people	√		A/I
Excellent organisational skills	√		A
Ability to operate, maintain and monitor information systems	√		A
Excellent IT Skills including Office and associated software packages	√		A
Accurate data input and record keeping	√		A
Managing workloads to meet tight deadlines	√		A/I
Ability to work on own initiative and manage own workload	√		A/I

A – Application I - Interview

We are looking for someone who will demonstrate their commitment and enthusiasm for the Trust, its ethos and mission.

Cuerden Valley Park Trust exists to sustain and develop the Park, its facilities and the high value natural landscape so much appreciated and cherished by a strong local support and visitor base. It is likely that the ideal candidate will recognise the importance of our work and will be willing to act as an ambassador for our mission.

The ideal candidate will be a natural communicator with a broad range of audiences from daily visitors to the park to professional specialists working on a particular project.

The Park is going through an exciting phase of change and growth and the Office Manager will be at the centre of operations and communications about these positive developments.

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The small team includes a growing number of volunteers – some of whom will be working directly with the office manager, so we seek a candidate who is confident at dealing sensitively with a broad range of people.

Being at the centre of operations means this postholder will have access to and management of a range of sensitive information. Therefore, a strong adherence to confidentiality on all such matters will be essential.

Due to the location of the Park and lack of public transport services, it will be necessary for the postholder to have access to their own vehicle to take up the post.

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