# An orange circle with an owl and text  Description automatically generated

# JOB DESCRIPTION

1. **IDENTIFICATION OF POST**

**Post Title:** Office Manager

**Function:** To provide HR, H&S and administrative, support for Cuerden Valley Park Trust and Cuerden View Cafe Limited.

**Responsible To:** Operations Manager

**Salary:**  £25,000 - £28,000 DOE

**Pension:** The post holder will be eligible for employer’s contributions of 5% to a private pension scheme providing the employee contributes at least 3%

**Hours of Work:** 20 hours per week, days and hours of work to be agreed with the Park Manager. Overtime is not paid but time off in lieu may be taken, where appropriate, as the post will involve occasional evening or weekend working.

**Duration of post:** The post will be offered as a Permanent contract.

**Holidays:** 23 days per annum initially pro rata

**Place of work:** Cuerden Valley Park, Berkeley Drive, Preston PR5 6BY

1. **PURPOSE OF POST**

To provide HR, Health & Safety and administrative support for Cuerden Valley Park Trust.

1. **KEY RESPONSIBILITIES**

HR

* Processing new starters, inductions and leavers
* Support in the recruitment process, write job descriptions
* Support in grievances, disciplinaries and any staffing issues
* Maintaining staff sickness, annual leave and TOIL
* Monitoring of timesheets and preparation of staff wages in liaison with the designated accountants.
* Monthly payroll
* Staff training – manage staff training making the trust legally compliant
* Maintaining Bright HR system

Health and Safety

* Creation and maintenance of policies and procedures
* Data Protection Officer
* Manage and maintain risk assessments
* Update regular maintenance checks
* Ensuring first aid kits are adequately stocked and all items are in date
* Health and safety audits, internally and externally

Finance

* Assist in all aspects of finance and Company Secretary tasks when required.

Administration

* General office duties including answering correspondence, photocopying, filing, statistical collation and record keeping
* Ensuring messages and information are appropriately referred or actioned. These may be in person, by telephone, in writing, e-mail and other means.
* Administration of allotments

Customer care

* Be the first point of contact for the public during normal office hours;
* Be the initial point of contact for complaints and to administer the complaints procedure
* Providing a positive and professional first contact image to callers, clients and partners
* Dealing with enquiries and providing information and guidance to callers about the Cuerden Valley Park and the Trust

General

# To adhere to all policies and procedures implemented by Cuerden Valley Park Trust.

* Assist with the hospitality of visitors to the office and at Trust events.
* Organise and Supervise support provided by volunteers working in the office.
* Be primarily responsible for all aspects of management of the Trusts car parks, including customer enquiries.

**PERSON SPECIFICATION**

**JOB TITLE: Office Manager**

**FUNCTION: To provide financial and administrative support**

This section details the experience skills, knowledge and personal qualities required for the post.

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| **Experience** | **Essential** | **Desirable** |
| Developing and implementing new systems and procedures |  | **√** |
| Experience of book keeping, spreadsheets and Quickbooks |  | **√** |
| Experience in working in a HR based role | √ |  |
| Experience in working in Health & Safety |  | √ |
| Experience of working within a voluntary organisation |  | **√** |
| Extensive experience of administrative and secretarial work | **√** |  |
| Customer service experience dealing with members of the public | **√** |  |
| Working as part of a small team |  | **√** |

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| Knowledge | **Essential** | Desirable |
| Principles & procedures of Customer Care | **√** |  |
| Principles of bookkeeping and accounting |  | √ |
| Knowledge of HR and company compliance | √ |  |
| Health & safety at work legislation | √ |  |
| Risk assessment preparation | √ |  |

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| **Skills** | Essential | Desirable |
| Strong communication skills, including writing and listening | √ |  |
| Ability to establish & maintain effective relationships with a wide range of people | √ |  |
| Excellent organisational skills | √ |  |
| Ability to operate, maintain and monitor information systems |  | √ |
| Excellent IT Skills including Office and associated software packages | √ |   |
| Accurate data input and record keeping |  √ |  |
| Managing workloads to meet tight deadlines |  √ |  |
| Ability to work on own initiative and manage own workload |  √ |  |
| Car driver with full UK Driving Licence  |   | √ |

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| **Personal Qualities** | Essential | **Desirable** |
| Commitment and enthusiasm to the Trust and its work | **√** |  |
| Self-discipline, confidence with an assertive and friendly manner | **√** |  |
| A pleasant disposition and a good sense of humour | **√** |  |
| A positive and mature approach, demonstrating a willingness to be supportive of others using tact and diplomacy | **√** |  |
| Ability to work with minimum supervision and to co-operate as part of a team | **√** |  |
| Ability to deal with information in a confidential manner at all times | **√** |  |
| Willingness to be flexible and respond to changing and potentially demanding circumstances | √ |  |

#### Terms and Conditions

**Salary:**  £24,000 - £27,000 pa

**Pension:** The post holder will eligible for employer’s contributions of 5% to a private pension scheme provided the employee contributes at least 3%

**Hours of Work:** 20 hours per week, days and hours of work to be agree with the Operations Manager. Overtime is not paid but time off in lieu may be taken, where appropriate, as the post will involve occasional evening or weekend working.

**Duration of post:** The post will be offered as a Permanent contract.

**Holidays:** 23 days per annum initially pro rata

**Place of work:** Visitor Centre, Cuerden Valley Park, Berkeley Drive, Bamber Bridge, Preston PR5 6BY