

The Vegetarian Society Job description

Job Title: Office Manager/PA to CEO (job title to be confirmed)

Reporting to: Chief Executive

Responsible for: Administrative staff, volunteers and temporary staff

Main Relationships: CEO, Management Team, Administrators, Volunteers, Contractors, Suppliers, Trustees

My job influences, inspires and supports people to embrace and maintain a vegetarian lifestyle by enabling us to work smoothly, efficiently and effectively by providing administrative support personally to the CEO and being responsible for administrative support across the organisation.

Main Duties

Personal Assistant to the Chief Executive (CEO)

1. Provide clerical, secretarial and administrative support to the CEO
2. Manage and maintain the CEO's diary, organising meetings, rooms, papers and arranging refreshments, travel and accommodation where necessary
3. Administer incoming and outgoing mail and phone calls – filter and redirect as applicable, handling them when appropriate

Office Manager

1. Manage front of house and administrative support across the organisation
Undertake some tasks and allocate others to administrative staff and volunteers whilst ensuring sufficient cover for the timely and efficient delivery and completion of work, to a high standard.
Administrative support includes, for example:
 - Operating reception, dealing with visitors and deliveries to the building
 - Dealing with incoming phone calls and enquiries
 - Dealing with incoming and outgoing post, including sending out of resources and merchandise
 - Managing and controlling stock such as printed resources (leaflets), merchandise and stationery
 - Processing membership reminders, renewals and applications
 - Maintaining and preparing information for local groups, school speakers and volunteers
 - Assisting the Operations Officer in maintain the premises and equipment
 - Assisting with the coordination of content and proof reading for The Vegetarian magazine and other publications for the Vegetarian Society
 - Assisting with trademark licence renewals

- Work with Managers and staff as applicable to effectively deliver the administration requirements on joint projects across the organisation
2. Manage and develop the administrative team, including Operations Officer, Administrators, Volunteers and temporary staff
 3. Develop and implement improvements to office systems and staff procedures
 4. Work with the Chief Executive to deliver HR functions, including recruitment, the maintenance of personnel files both electronic and hard copy and records for Volunteers
 5. Attend Management Team and other meetings and produce minutes
 6. Assist in the administration of staff holidays and lieu requests

To undertake any such relevant and appropriate duties as required

Additional Duties

To be included following staff consultation

Main Responsibilities

1. Providing support to the Chief Executive
2. Be responsible for the administrative staffing and support across the organisation
3. As one of the Society's managers, to actively participate in determining and embodying the Society's values, culture and behaviours and supporting all staff
4. To develop direct reports and any other staff you support through constructive performance management and training so that they are confident and capable in their work activities
5. To develop your own skills and knowledge so you are confident and capable in your own role.
6. To manage the health, safety and welfare of your direct reports and colleagues
7. To minimize the environmental impact of the organisation and the work you are responsible for

PERSON SPECIFICATION FORM

The person appointed to this post would normally be expected to meet the following:

| | Essential | Desirable |
|---|-----------|-----------|
| Experience and Qualifications | | |
| • Experience of managing in a busy office environment | E | |
| • Experience of delivering personal support to a senior manager | | D |
| • Experience of working in an environment where confidentiality has been required | E | |
| • Experience of managing staff | E | |
| • Experience of developing and improving office systems | | D |
| • Experience of minute taking | | D |
| • Experience of working in a customer service environment | | D |
| Skills Knowledge | | |
| • Excellent keyboard and telephone skills | E | |
| • Proficient use of MS Office (Outlook, Word, Excel, Powerpoint, Access) | E | |
| • Basic database skills – able to enter data and look up information | | D |
| • Good communications skills and the ability to interact confidently with colleagues and external partners and customers by telephone, in person and in written communications. | E | |
| • Able to manage competing priorities calmly and efficiently | E | |
| • Good management skills | E | |
| • Ability to work flexibly and positively to support the work of others | E | |
| • Ability to work on own initiative and as part of a team | E | |
| Attributes | | |
| • Ability to work calmly under pressure | E | |
| • Enthusiastic approach to managing a busy workload | E | |
| Essential Requirements | | |
| • Agreement with Vegetarian Society vision and values and able to demonstrate them in personal life | E | |