Office Manager

Job Description

HOURS: 8 hours per week (over two days). Please note that this job will require occasional evening and weekend work at meetings and venues.

SALARY SCALE: £29,575 pro rata
Actual salary £6,802

RESPONSIBLE TO: Chief Executive

RESPONSIBLE FOR: Volunteers (where relevant)

EMPLOYED BY AND BASED AT: Galop, Islington, London.

Introduction

Galop makes life safe, just and fair for LGBT people in London. We are an anti-violence charity and work with LGBT people across a range of issues linked to hate crime, domestic abuse, sexual violence, and provide support to LGBT regarding the criminal justice system. Galop’s website is www.galop.org.uk.

Summary of Post

The Office Manager is responsible for managing the ongoing administration for Galop, as well as supporting the Chief Executive with some project work, maintaining finance and organisational systems, and working with the Chief Executive to coordinate the promotion and marketing function of the organisation.

Key responsibilities include:

- Administration and financial processing
- Project support for Chief Executive
- Office management and resourcing, including contract management
Job Description

1. **Administration and finance**
   
   1. To maintain systems for responding to, passing on and recording (where relevant), incoming communications
   2. To maintain non-casework computer and filing systems
   3. To service and take minutes of Management Committee meetings and other meetings as required
   4. To provide administrative support for Galop events as required
   5. To maintain external email lists, for example the supporters list on mailchimp
   6. To coordinate the placing of publicity and advertisements, including for recruitment, and to ensure all publicity materials are printed in accordance with the organisation’s needs
   7. To document income and expenditure and arrange for appropriate authorisation in partnership with the Chief Executive
   8. To process payment of invoices and other expenditure, including salaries
   9. To manage banking systems, including communication with the bank and maintaining appropriate signatories, in partnership with the Chief Executive

2. **Office management**
   
   1. To manage the contract with the external IT consultants and hold responsibility for the maintenance of IT and telephone systems
   2. To be responsible for ensuring the Galop office is adequately resourced, including with stationary
   3. To hold the IT and stationary budget, and follow procedures in managing these expenses in line with Galop’s requirements and funding agreements
   4. To hold delegated day to day responsibility for health and safety in the organisation

3. **Project support for Chief Executive**
   
   1. To hold responsibility for the administration of individual projects as directed and delegated by the Chief Executive

4. **Website and Promotional activity**
   
   1. To maintain Galop’s website, updating with news and new items where relevant, including ensuring the website is fit for purpose
   2. To ensure that Galop regularly publishes and distributes an e-newsletter to supporters and key stakeholders
3. To work in partnership with other Galop staff to ensure the organisation’s Facebook and Twitter presence is maintained and in line with the organisation’s policies

5. General duties

1. Participate in office duties such as answering the telephone and opening the post as required

2. Attend regular supervision meetings with the Chief Executive and attend regular staff meetings

3. Support the development of new services and contribute to funding bids where appropriate

4. Implement Galop’s Equal Opportunities Policy and ensure an anti-discriminatory approach to all aspects of this role

5. Implement and work to all Galop policies and procedures

6. Undertake training as agreed with the Chief Executive

7. Keep accurate records of your work and provide reports to Galop and other agencies as requested

8. Perform other duties appropriate to the post as requested by the Chief Executive

9. Be prepared to work occasional evenings and weekends as required

10. To act at all times in the best interests of Galop
Person Specification

Essential

1. Experience of developing and managing administrative systems
2. Experience of coordinating financial systems, including processing and recording all income and expenditure
3. Knowledge of the charity sector
4. Experience of managing relationships with external contractors, funders and other key stakeholders
5. Ability to produce written reports
6. Experience of maintaining effective IT and telecommunications processes
7. Experience and knowledge of maintaining a social media presence, including on Facebook and Twitter
8. Experience and knowledge of website maintenance
9. Experience of minute-taking
10. Strong and demonstrable commitment to diversity in its widest sense
11. Willingness to attend evening meetings
12. Ability to be administratively self-servicing and computer literate with considerable experience of Windows, Word and Outlook

Desirable

1. Experience of working in a small charity
2. Knowledge of the issues facing LGBT people and communities
3. Experience of developing publicity materials