

CHILDNET OFFICE MANAGER

Job Description and Person Specification

Childnet International¹ is looking to appoint an Office Manager to support the day to day running of the charity's office and operations and reports to the Business Manager for this part of the job.

The person appointed would also work alongside (and report to) the Chief Executive Officer (CEO) as his PA for approximately 25% of the time.

The position is for 4 days a week. However within this we can be flexible as to the hours and days worked.

This post is based at Childnet's offices in Brockley, South London² but some travel will be necessary from time to time.

A) OBJECTIVE OF THE POST

- To ensure that the Childnet office operates in an efficient and timely manner with all administrative systems kept up to date, that all contacts are dealt with in a professional and helpful way and that all staff members are given adequate support in terms of supplies and administration. There will also be responsibility for making travel arrangements for some staff and project administration support.
- As PA to the CEO the job would involve managing the CEO's diary and travel arrangements; helping with specific CEO projects (such as fundraising and special events); attending meetings with the CEO and where appropriate, taking minutes and generally supporting the work of the CEO.

B) KEY AREAS

- ***Secretarial support to Childnet CEO and Childnet Staff***
- ***First point of contact for all visitors (including telephone reception)***
- ***Arranging travel and events***
- ***Maintaining records***
- ***Office supplies***
- ***Mailings***
- ***Document preparation***
- ***IT systems (working with Business manager)***
- ***Minutes of key Trustees and staff meetings***
- ***Supporting the despatch work (there is a p/t despatch staff member)***

¹ Childnet is a registered charity working with others to help make the Internet a great and safe place for children. – see www.childnet.com for full details of the organisations work and award-winning projects.

² See <http://www.childnet.com/about/contact.aspx> for details of where Childnet's offices are.

C) DETAILED TASK LIST

This job is very varied and challenging and would suit someone wanting to work with a dynamic charity which is making a very great impact on the issues of technology and children. The job would suit someone who loves administration, working with people and willing to balance a range of skills and tasks to accomplish the job of supporting staff and the CEO.

This post involves the following main activities/tasks.

1. **Secretarial support to Childnet staff** – you will be regularly asked to undertake specific secretarial and administrative support for projects and events in which Childnet is involved. In these cases you will report directly to the individual leading on the project
2. **First point of contact** – you will have primary responsibility for answering phones and dealing with in-person callers. You will carefully take and pass on messages to staff when they are absent including monitoring the answer-phone. You will organise hospitality (tea/coffee/milk/supplies) for visitors. You will also distribute incoming post (and e-mail enquiries to Childnet's general mailbox info@childnet.com when the despatch officer/administration assistant is absent). You may also be asked to check other staff mailboxes when they are absent.
3. **Arranging travel and events** – you will arrange travel and accommodation for Childnet staff and consultants. You will also help with events – booking venues and accommodation and liaising with delegates. You may be required to travel to help with events either in this country or overseas.
4. **Maintaining records** – you will be responsible for Childnet's filing system and ensuring paper records and archives are kept in an orderly fashion. You will also maintain and update the Childnet Contact Database on MS Outlook. You will be responsible for keeping records of staff holidays and sickness up to date. You will also be responsible for processing Criminal Records Bureau (CRB) forms for staff and trustees. You will work with the Business Manager to ensure that Childnet is kept up to date with relevant Health & Safety issues and to assist in ensuring that all staff have completed their timesheets.
5. **IT Systems** – working with the Business Manager who is responsible for IT systems, you will ensure that staff have adequate support for their computer needs. You will be responsible for ensuring the Childnet server is backed up daily and take the back-up off site overnight. This may involve you undertaking training and providing support and training to other staff and logging IT support requests.
6. **Monitoring renewals and contracts** - this includes monitoring renewal dates for systems and relationships with suppliers. (Legal, IT, building, insurance, etc). This will involve liaising with Childnet's Business Manager to ensure that all contract services are monitored and renewed in a timely manner.
7. **Office Supplies** – you will ensure office machinery is functioning correctly and arrange repairs if necessary. You will keep check of and order stationery including toners/cartridges/paper for the photocopier/printer/fax and resources for despatch. You will ensure the store and "kitchen" areas are kept clean and tidy and that any plants are watered and looked after. You will be responsible for ordering refreshments (milk, coffee, tea etc) and ensuring that there is a sufficient supply.
8. **Mailings** – in the absence of the part-time despatch officer you will help arrange & assemble mailings, arrange couriers, post letters & packages and will ensure that the franking machine has adequate credit.

9. **Other support** – Childnet has a small flexible staff team and you will respond to other requests to help deal with issues and needs that may arise. It is vital that we anticipate future needs and that you take initiative and are pro-active in responding to new projects, challenges and growth.
10. **PA to CEO – This is an important aspect of the job and requires you to support the CEO in a range of duties including**
- **Project Proposals** – supporting the CEO and others in completing project and funding proposals. You will help assemble (word process, photocopy and bind) project proposals and funding applications, that the CEO undertakes and ensure that these are dispatched and follow-up action is undertaken.
 - **Researching organisations** – supporting the CEO in making contact with other organisations and initiating meetings and leading on follow up actions.
 - **Managing CEO's diary and email** – support the CEO in managing his diary, making appointments for him, helping prioritise the e-mail requests that Childnet has. Making travel arrangements.
 - **Attending meetings** – Supporting the CEO in attending meetings that he has, taking and writing up minutes (including at Trustee's meetings which take place 5 times a year in the evening) and supporting follow-up actions.

D) PERSON SPECIFICATION –

1. Qualifications/experience – Essential (unless otherwise stated)

- Proven administration skills in areas directly relevant to responsibilities identified above with good IT skills and at least 2 years experience in administration/office work or project management. Experience of recent Microsoft Office products (Outlook, Word, Excel and PowerPoint).
- Experience of working closely with and supporting a senior member of staff.
- Experience of working in a small team and able to juggle between varied programmes with the skills to prioritise and execute tasks to agreed timelines and specifications.
- Excellent communication skills and the ability to motivate and work with a wider team made up of Childnet staff/trustees, company sponsor personnel and network of volunteers.
- Some experience of running events and ability to liaise with a diverse range of agencies, companies and organisations in practical details (eg hotels, transportation companies, venues, production companies etc).
- Flexibility to effectively manage changes in programmes dependant on requirements that arise at short notice.
- CRB checked under the current framework (Childnet will arrange for CRB clearance to be made before appointment is confirmed) and subject to periodic updates.
- Some experience of working through Health & Safety issues and Risk Assessments would be desirable.

2. Personal Attributes

- A strong commitment to Childnet's mission and its values³.
- Self-confidence and an ability to self-organise and largely "self-manage" yet at the same time able to work as part of a small team in a flexible way and take initiative.
- Excellent communication manner – both on line, on telephone and face to face. A friendly and welcoming style – team player and committed to welcoming all visitors to Childnet – which includes children and young people.⁴
- Highly developed interpersonal skills, and an ability to communicate effectively with a wide range of people outside the organisation, including a number of very senior decision-makers.
- Ability to juggle very different tasks, use initiative, think creatively, and address challenges flexibly and purposefully. Able to take initiative and respond proactively to problems
- Proven ability to prioritise a wide range of commitments and work to tight deadlines.

E) TERMS AND CONDITIONS

The appointment would be subject to a probationary 6 month period.

Employment is conditional upon receiving satisfactory references and CRB clearance.

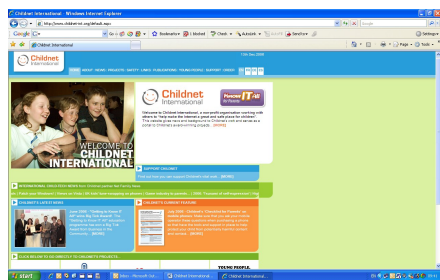
For full-time staff there are 25 days of paid leave (prorated for non full-time staff) in addition to statutory Bank Holidays.

The Full Time Equivalent (5 days) salary range is £23,500 to £26,500 (to be prorated to 4 days). Starting salary will be subject to skill set and experience demonstrated.

For further information on Childnet read our latest Annual Review

<http://www.childnet.com/publications/reviews.aspx>

and see our website



www.childnet.com

F) TO APPLY FOR THIS POSITION

Please email your CV plus a covering letter (ideally no more than 4 sides of A4 in total) detailing why you would like the job and demonstrating how your skill set and experiences make you an ideal candidate for the job, to:

John Ryan, Business Manager, john@childnet.com

Closing date for applications is close of business Thursday 2nd September 2010. It is hoped to interview in the week commencing 6th September 2010.

³ See <http://www.childnet.com/about/values.aspx>

⁴ Childnet has a young person's "networkers" panel which meet at Childnet regularly. See www.childnet.com/networkers