

Office Manager

Job Description & Person Specification



We are seeking a dynamic, efficient and effective Office Manager to learn and be involved in all aspects of the business.

The person appointed will need to integrate into the business quickly and will be expected to draw on their skills and experience to become an effective member of the team. We are looking for someone with analytical acumen, who will be able to contribute ideas for improvements to systems and processes. Training on our systems will be provided. The postholder will need to be flexible and prepared to travel occasionally within Lancashire and work outside of office hours to attend meetings and events.

There will be scope for increasing the hours and range of responsibilities in the future for the right person.

JOB DESCRIPTION

Job Title:	Office Manager
Hours:	25 per week (5 hours per day between 9.00am and 4.00pm) (Term time only (TTO) considered) Additional hours available/necessary subject to business need
Salary:	Pro rata £25,000 FTE (£12.95 per hour) + profit share (following probationary period) (Actual salary £16,891 unless TTO)
Holidays:	20 days (100 hours) + 8 bank holidays
Contract:	Permanent, subject to 6 months' probationary period

Main Responsibilities

Finance

Responsibility for processing income and expenditure using SageOne accounting software.

- Raising invoices, recording payments, credit control
- Raising purchase orders, processing payments to suppliers
- Monthly bank account reconciliations
- Submission of HMRC returns – VAT & Corporation Tax
- Contacting schools regarding membership payments
- Payroll processing, including PAYE, NI & pension submissions
- Processing online banking transactions
- Year-end accounts administration, including dividends, journals & liaison with accountant

Events

Assisting with events administration.

- Coordinating delegate and sponsor lists, and importing to SuperOffice CRM
- Creating sponsor booking agreements on Google forms
- Sending conference mailings to delegates and sponsors
- Responding to queries and booking amendments
- Creating appropriate surveys on SurveyMonkey and scheduling mailings to send to relevant groups following events
- Attending and assisting at conferences and other events

Membership

Assisting with the administration of members' accounts on the members' site.

- Approving new member registrations
- Sending out login details
- Responding to member queries about the site
- Referring anomalies to members' website developer and ensuring issues are satisfactorily resolved
- Following up on expired memberships

Sponsorship

Assisting with the administration of sponsor communications and accounts.

- Providing relevant information regarding sponsorship options
- Creating and maintaining sponsor details on SuperOffice CRM system
- Dealing with sponsor enquiries (phone/email)
- Contacting online community sponsors regarding renewal of sponsorship options

Marketing

Promoting LASBM membership and sponsorship.

- Sending mailshots to non-member schools
- Contacting previous sponsors about sponsorship opportunities
- Assisting with website administration, ensuring all information is current and relevant

Social Media

Assisting with the administration of the company's social media accounts.

- Creating Facebook posts
- Posting on Twitter account
- Sending messages on the LASBM app

Newsletters

Assisting with the production of electronic newsletters.

- Contacting Approved Partners for articles
- Collating and formatting articles
- Mailing sponsors regarding advertising opportunities
- Updating newsletter circulation database

PERSON SPECIFICATION

Essential

- Finance experience using financial software package(s)
- High-level numeracy skills
- Maths & English GCSE at grade C or above (or equivalent)
- Excellent written and verbal communication skills
- Significant experience in an office environment, and a thorough understanding of administrative procedures in a business or educational setting
- Experience and knowledge of Microsoft Office, including Word and Excel
- A high degree of accuracy and timeliness in all work produced
- A proactive approach and the ability to prioritise
- As a representative of LASBM, must act with professionalism and integrity at all times
- Able to be discreet and maintain confidentiality
- A smart and professional appearance
- Confidence to engage with customers, members, and sponsors at all levels
- Willingness to be flexible, to meet the needs of the business

Desirable

- Level 3 qualification in finance, administration, or related subject
- Experience of creating and using Google sheets and forms
- Experience of using Microsoft Office 365
- Experience of using SurveyMonkey
- Experience of using SuperOffice
- Knowledge and experience of marketing
- Experience of using Sage accounting packages
- Experience of using social media