

JOB DESCRIPTION

Charity Administrator / Office Manager - CAOM 01

Job Objective

Our client is a dynamic and innovative Christian organisation located in South London. It is currently seeking a competent professional to fill the vacant role of a **Charity Administrator/ Office Manager** within its team.

The Incumbent will have overall day to day responsibility for the effective implementation of various projects the organisation delivers whilst improving overall organisational efficiency and performance. He/she will also ensure the smooth running of all charity's operations and functions, these will include quality assurance, health and safety, strategy, governance, financial management and human resources management, as well as delivering a general duty of care to staff and voluntary members of the organisation.

Job Title:	Charity Administrator / Office Manager (CAOM)
Department:	Operations
Reports to:	Board of Trustees

Duties & Responsibilities

- To develop a framework for the charity's administration, establish and implement policies and procedures that will enable the charity achieve its objectives and ensure the efficient running of all its activities.
- To act as a first point of contact for external organisations such as regulatory authorities, ensuring compliance with regulations and all associated issues whilst giving a positive image of the charity at all times.
- To liaise with all relevant external bodies and individuals involved with the charity's operations such as the Local Council regarding rent and rates, Landlords regarding acquisition of charity premises etc.
- To be proactive in devising and implementing policies that improve employment conditions and working processes e.g. devising and maintaining an effective communication policy within the office.
- To ensure that policies and procedures are reviewed regularly for relevance and are up to date.
- To develop an effective system of record keeping of all financial transactions and

continually identify and implement opportunities to improve systems and processes that will enhance financial controls.

- To be responsible for ensuring accounts are processed, accurate reconciliations of accounts and open items cleared within reasonable time scales and oversee all banking transactions, maintaining accurate and up-to-date computer records of all financial transactions.
- To oversee the collection, processing, depositing, recording and disbursement of all charity monies in accordance with established accounting principles and policies of the charity.
- To administer and assist in budget preparation and developing budgeting procedures such as office, monthly, annual and events budget.
- To be responsible for the processing of all gift-aid claims.
- To be responsible for the documentation and maintenance of accurate contribution records ensuring giving numbers are issued to new contributors.
- To operate an accurate compliance schedule to aid account audit and ensure that applicable returns and filings and all Inland Revenue and governmental obligations to relevant statutory bodies are met e.g. Companies House, HMRC, Charity Commission etc.
- To prepare performance reports in agreed format for the charity trustees and work closely with them in implementing policies and decisions reached.
- To maintain effective internal controls and implement service standards to improve overall performance and efficiency e.g. cost savings.
- To administer and assist in equipment acquisitions, maintenance, oversee all charity insurance policies, acquisition and claims reporting and maintain files of all legal documents of the charity.
- To manage and co-ordinate overall day to day office related activities.
- To perform all other relevant work and other duties as assigned by leadership.

Person Specification

Qualifications and background

- Educated to degree level or equivalent.

Experience and knowledge

- Three years relevant office management/charity work experience

- Computer literate/Proficiency (Microsoft Word).

Characteristics and Skills

- Ability to maintain confidentiality at all times.
- Ability to pay attention to detail and strong organisational skills.
- Ability to prioritise own workload, stay calm under pressure and meet deadlines.
- Excellent verbal and written communications skills with the ability to communicate with people at all levels.
- Excellent leadership skills with a proven ability to motivate and coach team members.
- Ability to handle technical aspects of work, think and reason logically see both sides of a case and reach sound decision.