

JOB DESCRIPTION



StreetGames	Location: Manchester
Job Title: StreetGames Office Manager	Grade/Salary Range: £17,870 – £19,916

JOB PURPOSE

The StreetGames Office Manager will be based in the North West StreetGames office in Manchester and will work with the Finance and Business Manager to deliver administrative support for the StreetGames charity. The role of StreetGames Office Manager will be to manage the day to day contact with a range of StreetGames customers including local projects, funders and other partners in a dynamic environment.

MAIN DUTIES AND RESPONSIBILITIES

1. Manage telephone, email and written enquiries from a range of organisations and provide customer support to StreetGames projects and partners.
2. Manage StreetGames internal administration systems, ensuring that bureaucracy is kept to a minimum.
3. Manage a variety of written information and maintain organisational databases.
4. Ensure the effective collation and preparation of papers for Board and Staff Meetings.
5. Manage and provide routine administrative support including taking minutes, writing letters, e-mail communication and organising information such as internal and external events calendars.
6. Oversee and coordinate arrangements for a range of meetings including Board and national staff meetings, agreeing dates, booking venues and organising travel and accommodation arrangements.
7. Oversee and co-ordinate the delivery of the StreetMark accreditation process, liaising with projects and Regional Managers.
8. Ensure the coordination of regional network meetings in conjunction with Regional Managers and provide anchor administrative support to field-based staff.
9. Provide focussed administrative support during key project periods such as bid-writing and report production for funders.
10. Manage the ordering, distribution and monitoring of resources and materials from StreetGames to projects.
11. Work with the StreetGames Business Manager on orders, invoices and other financial administration as required.
12. Set up and maintain effective systems for filing and retrieving key information.
13. Work with the Business Manger in regards to the Charity's Human Resources and Health and Safety functions.
14. Any other roles and duties that may be appropriate for this role.

SCOPE OF JOB (Budgetary/Resource control, Impact)

This post will have no budgetary control but will be responsible for monitoring budgets relating to office costs.

The post will have line management responsibilities.

Will involve travel within the UK.

Deadline for applications: 3rd February 2012 with interviews on 15th and 16th February 2012

Send CV & covering letter showing how you meet the requirements in the person specification to: jobs@streetgames.org

PERSON SPECIFICATION



StreetGames UK	Job Title: StreetGames Office Manager
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Qualifications / Education / Training:

1. Qualified to Level 2 standard (5 GCSE's Grade A – C, including English and Maths or NVQ equivalent or other appropriate qualification).

Experience:

1. Experience of managing customer relationships through email, telephone and written communication with a variety of organisations and individuals.
2. Experience of managing or supervising a team or individuals, including the ability to set work programmes and respond to urgent priorities.
3. Experience of convening a range of meetings, booking venues and organising travel and accommodation arrangements and taking minutes.
4. Experience of the process of ordering and invoicing for a range of goods or services.
5. Experience of event administration.
6. Experience of managing office systems ensuring that tasks are completed to a high standard.
7. Experience of servicing a human resource function.
8. Experience of managing financial systems and use of SAGE (or similar) accounting packages desirable.

Skills and Abilities:

1. Strong verbal communication skills for understanding, explanation and problem-solving on the telephone and in person.
2. Able to use Microsoft Office applications, particularly Word for writing letters, producing minutes and reports; Excel for maintaining databases and financial transactions and Outlook for email, task management and diary management.
3. Excellent personal organisational skills with the ability to manage large amounts of information from a variety of sources.
4. Strong staff management skills with the ability to manage performance and develop staff skills.
5. Able to complete written work to a high standard.
6. Able to establish effective office systems for managing a broad range of project information and processes.
7. Able to take the initiative and deal with problems and challenges that arise in the course of the work.
8. Able to prioritise own workload and the workload of others and be self-motivated.
9. Able to construct basic written reports and organise information in a logical manner.
10. Ability to build and foster good professional working relationships with other staff members, a range of partners and Trustees.

Work Related Personal Requirements

This post will be subject to a Criminal Records Bureau check.