

Application Pack – Office Manager

[Sustainability West Midlands](#) (SWM) was established in 2002 and is the sustainability adviser for the leaders of the West Midlands. Our [vision](#) is that the West Midlands is leading in contributing to the national target of net zero greenhouse gas emissions by 2050 whilst addressing health inequality and driving inclusive growth. This is framed through our Roadmap to 2030. We're a not-for profit company that works with our 100+ [members](#) who are leading individuals and organisations in the private, public, and third sectors. Our members include Arup, Grant Thornton, Hortons' Estate, Mott MacDonald, National Express, Severn Trent, Tarmac and Veolia. We work with customers across the UK as well with [recent projects](#) including work for the Climate Change Committee, the Environment Agency, the West Midlands Combined Authority, local authorities, universities and businesses.

"The input of SWM has been huge in helping set our priorities." Andy Street, West Midlands Mayor

With our proven success, our organisation is growing. You will be central to our small dynamic team that has been making a difference throughout the West Midlands for almost 20 years. The Office Manager will provide the efficient and effective running of our office, finance, HR and governance systems to support the delivery of our Business Plan to 2025. This role will suit somebody with a skillset of financial management and a proven administration background, and who is creative and proactive in their approach. This is an ideal opportunity for someone with a gift for organisation and attention to detail who enjoys a diverse range of activities. Reporting to the Chief Executive, [Anna Bright](#), this role will be attractive to experienced administration professionals who are lifelong learners and able fit in quickly. We are seeking someone who genuinely wants to contribute towards our goal of helping SWM develop and grow as we seek to create a better future for the businesses and communities within the West Midlands.

SWM are committed to the promotion of equality and diversity throughout our business and approach. We positively encourage applications from suitably qualified and eligible candidates regardless of age, disability, race, religion or belief, sexual orientation, gender identity, marital status, or pregnancy and maternity.

Application Process

To apply, please send a covering letter and your CV as **one electronic document of no more than four** sides of A4 in total.

In your **covering letter** please set out:

1. Your contact details
2. Where you heard about this opportunity
3. Why you want to be considered for the role
4. How you meet the essential 'Person Specification Requirements' set out in Section 3
5. Any special requirements to access the interview if in-person

In your **CV** please set out supporting information including:

1. Education and qualifications
2. Current employment role and salary
3. History of relevant employment and non-paid work
4. Two references – which we will contact if you are successful at interview

Please send your covering letter and CV to anna.bright@swm.org.uk as soon as possible and by **Friday 10 December 2021 at the latest**.

Shortlisted candidates for interview will be notified as soon as possible after their application is received. **Interview slots are available on 13, 15 and 16 December 2021 and will be held in-person or online if subject to Covid-19 restrictions.** As we are a small organisation, we will only be able to give feedback to those interviewed.

Job Description – Office Manager

Last updated November 2021

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|--------------------------|---|
| Reports to: | Chief Executive |
| Location: | Home and office (STEAM Incubator, Millennium Point, Curzon St, B4 7AP). Estimated split is 50/50 between home and office working |
| Duration of post: | Permanent after three-month probation |
| Part-time role: | Three to five days per week with flexibility on pattern of working |
| Salary band: | £20,500 - £25,000 per annum (pro-rata) |
| Other benefits: | 6% employers pension contribution, childcare voucher scheme, cycle scheme, annual leave 28 days pro-rata, commitment to training and development, city centre offices |

1. Context to the Role

Sustainability West Midlands

[Sustainability West Midlands](#) is the sustainability adviser for the leaders of the West Midlands. Our customers like our independence, our role as a hub of cross-sector good practice networks, and our drive to deliver a clear vision and Sustainability Roadmap to 2030 for a better West Midlands. We are a not-for-profit company that works with our members in the private, public and third sectors. Our Board is private sector led with cross-sector representation; and is supported by our team of staff and associates. We are committed to developing our staff to help grow the organisation and deliver our vision.

2. Main Purpose and Role

Job Purpose

The main benefit to our business and purpose of this role is to provide the efficient and effective running of our office and finance systems to support the delivery of our vision and Business Plan to 2025.

Business Functions

Lead on Finance Systems

- Preparing and processing financial information - for authorisation by appropriate staff and our accountant prior to putting on our accounts software
- Payments and invoices - using online banking and debit card facilities to make authorised payments, issue invoices and chase debtors

Lead on Office Systems

- Contacts database – maintain and develop Customer Relationship Management System (CiviCRM)
- IT – liaise with our IT support providers to ensure we achieve the agreed service levels
- Office – liaise directly to ensure we achieve the agreed service levels, our office environment is maintained in line with current Health & Safety guidance, and for room bookings Enquiries - deal with customer enquiries via telephone, email and post
- Records - Maintain our current electronic and paper finance filing system, lead on GDPR compliance as the Data Processor for SWM.
- Operations – lead on organising and delivering monthly team meetings and annual team away days.

Lead on HR Systems

- Maintaining employee HR records

Lead on Board Governance and Members Systems

- Board – organise quarterly meetings and AGM and take minutes. Provide all updates to Companies House

- Members – process enquiries and update our records. Lead on annual subscription invoicing and processing

Communications and Project Functions

Support project delivery

- CEO diary management and setting up key meetings where required
- Taking minutes for key meetings
- Supporting on administration for events
- Providing hand-on support to deliver events including our Annual Conference

Support communications

- Marketing projects – support marketing campaigns through email and mailshots
- Other projects – provide support when required such as proofing reports, representing SWM at exhibitions, event administration and bookings

As we are a small organisation, the Office Manager is expected to be flexible and help other team members to deliver tasks as required.

3. Key Responsibilities and Relationships

Internal

- Accountability- reports to Chief Executive
- Financial - office suppliers and events (£5-15k p.a.)
- Line management – none
- Suppliers – Landlord, IT, design and print, HMRC, payroll, Companies House, venues, speakers

External

- Customers - telephone and email enquiries, finance departments, board members, arranging and dealing with membership enquiries, arranging CEX meetings
- Selling – generating customer leads for team from marketing activities, trade stands, events and supporting high quality communications activities

4. Values and Behaviours

Business led and business like

- Understanding of our vision, products, costs and customers
- Maintain our professional standards of time keeping, presentation, clear and timely communications and trust
- Interest in the sustainability mission of our organisation and balanced approach to business and life

Creative and positive

- An open-minded approach to their work
- Committed to continuous improvement for themselves, the organisation and our customers; a lifelong learner
- Able to recognise barriers and propose solutions

Respectful

- Minimise the impact of our operations and maximise the impact our advice has on the environment
- Celebrate the diversity of individual's views and backgrounds we work with and seek to use the best of these to delivery our vision
- Commitment to health and safety

5. Person Specification Requirements

Experience

- Proven experience in a similar role in a small office environment
- Experience of supporting a Board and running finance systems
- Working with a variety of people at different levels and backgrounds internally and externally to get results
- Experience of supporting marketing and communications activities and organising meetings
- An interest in sustainability related issues

Knowledge

- Ability to use accountancy book-keeping software such as Quickbooks and online banking
- Competence in Microsoft Office, especially the use of Outlook, Word, and Excel spreadsheets
- Ability to use or learn CRMS, Microsoft Office 365, web content management systems including Wordpress, and other relevant online and social media tools such as LinkedIn and Twitter

Skills

- Positive, well organised and good attention to detail – a finisher
- Systematic and pro-active in supporting a team to deliver
- Very accurate numeracy and written skills that inspire confidence and drive quality
- Ability to communicate effectively to internal and external audiences in writing and verbally
- Ability to make own decisions, use initiative and work as part of a team