



Office Manager

Job Description and
Person Specification



farmsforcitychildren.org

Job Description – Office Manager

Summary

The Office Manager supports the on-site management team (Farm School Manager, Farm Operations Manager and Kitchen Manager) to achieve the Charity's objectives at Nethercott House, which operates as a vibrant smallholding and residential visit centre, welcoming groups of children for week-long stays throughout the year. With direct responsibility for the efficient and high-quality delivery of all local administration and finance needs at Nethercott House, the Office Manager will thrive as a key and central member of a busy, welcoming, and beneficiary focused team.

In addition, and under the guidance of the Farm School Manager, the Office Manager will share visitor-liaison responsibilities with the Kitchen Manager and Housekeeper, ensuring the needs of beneficiary groups are met and that the highest standards of hospitality, health and safety and safeguarding are maintained at all times. This role will have regular and direct contact with our visiting children and adults, with a key role in welcoming them upon arrival, supporting their induction into the house and maintaining a warm and friendly relationship throughout their stay.

Responsibilities and Accountability

Main responsibilities

- Support the team to create a warm, child-centred environment in which all visiting children flourish, including taking responsibility for managing our relationship with visiting groups, to include being the on-site lead for health and safety, safeguarding and first aid at times when the Farm School Manager or Farm Operations Manager are not present.
- General administration of purchasing and goods received, ensuring the efficient operation of the farm office function, to include taking calls and emails, filing, managing petty cash and the on-site shop etc and support in budget keeping across the site.
- Providing PA and administrative support (including purchasing, preparing documents etc) for the Farm School Manager and Farm Operations Manager.
- To liaise with the Head Office finance team over financial matters and ensure accurate financial records are maintained, using Excel for reporting.
- To ensure that the farm administration and finances are operated in accordance with Charity procedures, systems, controls and reporting, to include HR duties, banking, weekly returns, stock control, contractor liaison etc
- Through close liaison with the Farm School Manager, this role also includes direct line management responsibility for the Housekeeper and General Assistants
- To lead in health and safety testing in some key areas as well as managing contractors, visitors and volunteers alongside the Farm School Manager and Farm Operations Manager.

Strategy, Ethos, and Values

- Champion quality and excellence, seeking-out and sharing constructive feedback from beneficiaries to support the continual evolution of the operations at Nethercott House
- Model the values and ethos of the Charity and ensure these are upheld at all times

Continuous professional development

- Maintain a commitment to continuous professional development including undertaking professional and technical training as required by the Charity
- Keep abreast of best practice by developing links with Office Managers on our other sites, staff at our Head Office, as well as external reference points

General

- Attend and contribute to Health and Safety and team meetings, proactively contributing ideas and suggestions in advance, and preparing reports as required.
- Any other work as directed by the Farm School Manager appropriate to the role

These duties are not exhaustive and you will be required to undertake other duties outside of this job description as required to fulfil the role.

Person Specification – Office Manager

Training, Experience and Qualifications

Essential

- Grade C GCSE or equivalent in Maths & English
- Relevant experience of providing smooth and efficient office management
- Skilled in MS Office

Desirable

- Experience of working with children and Safeguarding
- Certificated training in office admin/accounting, health and safety or food hygiene
- Experience of health and safety requirements in a work place environment

Knowledge and Skills

Essential

- An engaging communicator with the ability to connect with people of all ages
- A friendly and supportive colleague who fosters constructive and collaborative relationships across the Charity and seeks opportunities to share knowledge and learn from others
- Self-driven, with the ability to plan, prioritise and manage time effectively
- Calm under pressure

Desirable

- Demonstrable commitment to continuous professional development