

## Office Manager Application Pack

### Scene & Heard – Office Manager

Salary: £22,000 – 25,000 per annum (dependent on experience)

Thank you for your interest in Scene & Heard. Attached is a Person Specification and a full Job Description for the role of Office Manager.

- This post is offered on a full-time basis
- Office hours are 10am to 6pm Monday to Friday
- The Office Manager is expected to deploy their time flexibly to suit the demands of the charity. The role will demand some evening/weekend work.
- No overtime payments will be made but time off in lieu may be taken by arrangement
- Holiday entitlement is 20 days plus the 8 UK public holidays

The Office Manager is responsible to the CEO & Artistic Director and will be part of a small and dedicated core team: CEO & Artistic Director (full-time), Company Co-ordinator (full-time), Head of Development (part-time), Strategy Advisor (freelance), Bookkeeper (freelance). In addition, Scene & Heard employs numerous freelance project artists and associates and has a volunteer base of 350+ arts professionals.

Please email **or** post a CV, details of two referees, and a letter of application stating:

- How your skills and experience meet the Person Specification
- Why you want to work for Scene & Heard
- What you consider to be the challenges of working for a small charity/arts organisation like ours
- What you think would be the key factors in enabling a small charity to run efficiently and well

### **CLOSING DATE FOR APPLICATIONS Friday 10th May 2019 at 9am**

First Interviews will be during the week commencing 13th May 2019

Second interviews will be during the week commencing 20th May 2019

Email [job@sceneandheard.org](mailto:job@sceneandheard.org) quoting OFFICE MANAGER APPLICATION in the subject header **or** post to:

Rosalind Paul, CEO & Artistic Director  
Scene & Heard  
Theatro Technis,  
26 Crowndale Road  
London  
NW1 1TT

### **No telephone calls please.**

Rosalind Paul will telephone you if you are to be invited for interview. Please include a contact telephone number. If you have not heard from us by 17th May 2019 then your application has been unsuccessful on this occasion.

Thank you, again, for your interest in Scene & Heard.

## Office Manager Job Description

The Office Manager will be responsible for the day-to-day running of the charity, including overseeing administrative systems, database and financial management. The Office Manager will give administrative support to the CEO & Artistic Director (AD) in the delivery of the courses and productions and to the Head of Development (HOD).

### General Administrative Duties:

- Daily management of the Scene & Heard office
- Answer phones
- Open post
- Manage general S&H email accounts
- Manage and order office and course supplies & sundries
- Maintain the office schedule and calendar
- Design and layout Annual Newsletter
- Maintain and update office policies and procedures including: Health & Safety, Social Media, Finance and Administration, Data Protection
- Health & Safety Officer for Scene & Heard office

### Financial:

- Prepare operating budgets for each year in consultation with the AD and HOD
- Banking
- Claim Gift Aid
- PAYE (submissions to HMRC) and setting up payroll
- Manage company pension scheme
- Deal with invoices
- Maintain course expenditure spread-sheets
- Prepare monthly cashflow (with bookkeeper) for AD and Treasurer
- Manage any external financial services e.g. accountant & bookkeeper
- Manage petty cash
- Prepare & oversee financial end of year process with bookkeeper

### Volunteer Communication/Management:

- Manage new volunteer process including CRB/DBS checks & organising the new volunteer evenings
- Communicate with volunteers in general matters

### IT/Database Maintenance & Website:

- Develop, maintain and manage the database of volunteers, children & supporters on Salesforce
- Weekly back up (USB encrypted) of shared drive and record-keeping of back ups
- General IT support and maintenance of computer equipment as necessary (including liaising with external IT support)
- Maintain and update the website, including servers/domain accounts

### Venue Booking & Management:

- Book class, performance, rehearsal and meeting spaces

## Office Manager Job Description

### Administrative Support for CEO/Artistic Director:

- Work closely with the CEO/Artistic Director, providing administrative support in all areas of the charity's work.
- Assist in scheduling yearly courses & production timetable

### Production:

- Manage rehearsal schedules
- Manage show mail outs
- Organise food and refreshments for events and courses as needed
- Arrange flyer & programme design and printing
- Organise and book crèche
- Manage box office, Front of House and Merchandise sales, including:
  - Managing volunteers responsible for selling merchandise
  - Stock taking and re-ordering
  - Maintain merchandise Excel spread-sheets
- Fire Marshall front of house during performances
- Health & Safety Officer for front of house
- Assist Head of Development with hospitality for pre & post show events
- Assist in post-show get outs

### Fundraising (support for Head of Development):

- Assist on all in-house fundraising events
- Assist in collating financial information for funding applications
- Contribute to evaluation reports where necessary
- Monitor & prepare reports for online fundraising accounts e.g. Virgin Money, Just Giving etc.

### Governance (in consultation with Company Secretary):

- Complete and submit annual returns to the Charity Commission, Companies House

### Board of Trustees:

- Prepare and distribute board papers
- Prepare financial reports for Board Meetings, as required

### Miscellaneous:

- Attend training, as necessary
- Some evening and weekend work will be required

## Person Specification Office Manager

<b>SKILLS AND ABILITIES</b>	<p>Excellent verbal and written communication skills</p> <p>Excellent numeracy skills</p> <p>Excellent organisational and time management skills</p> <p>Ability to prioritise and execute key tasks in a complex working environment</p> <p>Ability to work to deadlines</p> <p>Proven ability to manage charity finances including bookkeeping, management accounts and annual reporting</p> <p>Excellent communication and interpersonal skills with people of all ages , backgrounds and abilities</p> <p>Excellent Computer skills</p>
<b>EXPERIENCE</b>	<p>Experience of administration and financial processes</p> <p>Experience of working in the UK charity sector and/or Arts sector</p> <p>Experience of computerised bookkeeping</p> <p>Experience of creating and reviewing organisational policies and procedures</p> <p>Experience of people management</p> <p>Experience of website maintenance</p> <p>Experience of managing payroll</p>
<b>KNOWLEDGE</b>	<p>Knowledge of Human Resources, Health and Safety and HR policies &amp; Procedures</p> <p>Knowledge and understanding of the voluntary &amp; charitable sectors</p> <p>Working knowledge of computer applications: Microsoft Office Suite including Access, Quickbooks, Salesforce, Desktop Publishing; Wordpress, use of internet and email</p> <p>Understanding of the issues affecting those from disadvantaged communities</p>
<b><i>PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS</i></b>	<p>Excellent presentation and timekeeping</p> <p>Able to work flexible hours including occasional evenings and weekend</p> <p>Able to work with flexibility in a changing working environment</p> <p>Highly motivated and enthusiastic with ability to work on own initiative</p> <p>Good judgement and clear integrity</p> <p>Understanding of theatre and the needs of professional artists</p> <p>Commitment to the mission, aims &amp; objectives of Scene &amp; Heard</p>