

Office Manager– Job Description

Salary:	£25,748 - £31,847 depending on experience.
Contract:	Up to 37.5hrs
Job Purpose:	To play a central role in the smooth running of the loSWT, through providing the principal administrative function for the organisation. To undertake financial data entry. To support colleagues with other aspects of the work of loSWT as required.
Responsible to:	Operations Manager
Working relationships:	Cooperation and collaborative working is vital to the loSWT staff and volunteer team. The postholder will work closely with the Chief Executive, Operations Manager and the Trust's bookkeeper to ensure the smooth running of the loSWT administration and finance system.
Responsible for:	Volunteers and contractors as appropriate.

Background

We are looking for a well-organised, enthusiastic person, who will be a collaborative member of our team, and pivotal in holding our important organisation together by being the principal administrator for the organisation. We seek someone with excellent communication skills who is adaptable to the needs of our growing organisation. The Isles of Scilly Wildlife Trust is the only charity managing land for wildlife in Scilly. We are responsible for about half of the land area of the Isles of Scilly, managing it for rare species and habitats, for its archaeological interest, and to provide access, enjoyment and understanding for local people and visitors.

We are one of 46 Wildlife Trusts. Our grassroots movement is made up of 46 individual charities, 870,000 members, 38,000 volunteers and 2,800 staff spread across the UK. Together we care for nearly 100,000 hectares of land and have an unmatched presence on the ground helping to bring millions of people closer to nature every year.

We're all facing multiple challenges, from the climate and ecological emergencies to inequalities in people's access to nature and the wellbeing benefits that nature brings. It is crucial that we respond to these challenges within the next 10 years if we are to reverse the loss of wildlife, prevent climate catastrophe and help ensure everyone has access to nature on their doorstep. A strong ambassadorial network will help us to spread the word and inspire people about our work restoring nature, locking up carbon, creating resilient habitats and ensuring fairer access to the natural world.

About you

If this job is right for you, then you are a hard-working person who loves Scilly and shares our great passion for the wildlife and culture of our isles. You are excited at the chance to join our team of staff and volunteers. You are a natural organiser,

being diligent with detail, and with the determination to ensure the smooth running of our administrative processes. If you feel this is the role for you, then please apply!

Outline of key responsibilities

- Ensuring the effective running of the internal administration of the Wildlife Trust's Trenoweth base including undertaking other duties as required.
- Ordering stationery, supplies, equipment, leaflets and merchandise monthly or as needed and keeping track of our inventory of consumables.
- Supporting the Trust's internal financial systems and liaising as needed with the Trust's bookkeeper and external accountancy service.
- Financial data entry using the Trust's accounting software (Quickbooks).
- Managing VAT returns for the organisation.
- Providing a key resource to assist Trust staff and volunteers with our conservation, marketing and supporter engagement work.
- Supporting event planning and delivery as required including making travel bookings for employees, trustees and volunteers.
- Handling enquiries from members of the public and organisations, in person, by telephone, by email and through social media, including assisting the Trust in being understood and respected by individual residents and the islands' communities.
- Supporting the Trust's fundraising, including supporter-related administration including making use of the Trust's CRM database (Donorfy), sales and appeals.
- Processing Lottery data in weekly and monthly reports.
- Supporting the Fundraising and Communications team in the development and administration of donations and external funding as required.
- Maintaining office in good condition, submitting electricity readings, and working with the Trust's IT supplier on setting up new starters and ordering new IT equipment.
- Be willing to undertake other tasks as reasonably required.

Like all Trust staff, the postholder must:

- Champion inclusion and diversity.
- Promote the Trust, recruiting local Members, and Friends of Scilly Wildlife.
- Be willing to undertake other tasks and work flexible hours as reasonably required.

All staff are ambassadors for the organisation both internally and externally and are expected to always act in a professional manner. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.

We want our people to be as diverse as nature, so we particularly encourage applications from people who are underrepresented within our sector, including people from minority ethnic backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual

differences and identities. Please let us know if you require any adjustments to make our recruitment process more accessible.

Person Specification

Essential

- Excellent customer service skills.
- Exceptional IT literacy, including proficiency with Microsoft Word, Excel, Teams and Outlook.
- Flexible attitude and willingness to support colleagues.
- The ability to quickly develop familiarity with specialist software applications which will be central to the post (e.g. Quickbooks and Donorfy)
- Ability to work alone and use own initiative appropriately, whilst also being able to work effectively as part of a busy and complex multi-disciplinary team.
- A high level of motivation and personal organisation skills.
- Great enthusiasm for, and commitment to, the work of the Isles of Scilly Wildlife Trust
- Familiarity with the needs of the communities of the Isles of Scilly, and an understanding of the isles as a significant tourism destination.

Desirable

- Experience with financial management and bookkeeping software (IoSWT uses QuickBooks)
- Experience with Customer Relationship Management software (IoSWT uses Donorfy)
- A general knowledge of the wildlife of the Isles of Scilly.
- Experience of partnership working.