JOB DESCRIPTION

JOB TITLE	VOLUNTEER OFFICE MANAGER	DEPARTMENT	OPERATIONS DIRECTOR

OVERALL PURPOSE
This is an exciting and unique opportunity to be instrumental in the growth and development of a fast-growing women & children's charity. The role would suit a proactive and motivated team player. We are looking for someone to be an integral part of our team by 'masterminding' all aspects of running the charity day to day to enable a wide range of staff and consultants to deliver great work. As Volunteer Office Manager you will be responsible to the Operations Director for management and development of the charity, to ensure efficient running in accordance with WFRC's policies, practises and financial structures. As Volunteer Office Manager, you will be responsible for: · Delivery · Quality & · Development of the charity

RESPONSIBLE TO:	**Operations Director**	**RESPONSIBLE FOR:**	**Staff & Volunteers**
DEPUTISES FOR:	**Operations Director**	**DEPUTISED BY:**	**Head of Support Services**
INTERNAL RELATIONSHIPS	**Directors Employees Volunteers**	**EXTERNAL RELATIONSHIPS**	**Service Users Contractors Visitors**

OPERATIONAL TASKS
Delivery: · Embrace and work towards fulfilling the charity's business & operational plans. · Implement strategies and be responsible for achievement of targets. · Oversee the fulfilment of funding/ contractual requirements as well as project targets & timescales. · Oversee policy and practise implementation. · Implement improvements identified by the Executive director & Board of Trustees. · Participate in recruitment and induction of new staff & Volunteers.

· Supervise staff & volunteers in order to help them fulfil their own job descriptions

· Manage the development of staff and resources to meeting improving quality developments.

· Organise and lead meetings for staff & volunteers, including team meetings and weekly planning and monitoring.

· Authorise expenses, leave and sick leave and keep appropriate records.

· Manage administration relevant to the work of current and potential projects.

· Coordinate the use of office space, rooms, desks, computers in accordance with operational requirements.

· Complete any administration relevant to the organisation's business plan.

· Promote charity's projects with relevant agencies.

· Network with local agencies to develop presence of the charity in local delivery to further support service users.

Quality:

· Manage and assess evaluation practises; beneficiary feedback practises; self-assessment reports.

· Systematically evaluate all elements of service delivery and quality by consulting with services users and other stakeholders.

· Review and develop new practises accordingly

· Act according to policy in all child protection allegations, incidents, etc. Internally and externally

· Implement all policies and practises relating to the management of staff and delivery

· Monitor regularly all recording and administration systems and feedback to staff

· Manage the collection of data appropriate for evaluation

· Participate fully in management team meetings and training

· Produce monthly reports for all projects

· Set a good example in terms of dress, punctuality and attendance.

· Be proactive in matters relating to health and safety and safeguarding.

· Report any concerns to Operations Director

· Administer and maintain resources

· Obtain and review feedback from service users regularly.

· Participate in strategic planning with the Executive & Operations Director.

· Develop evaluation methods and oversee their implementation

· To develop, produce and document practises to enhance provision

· To devise strategies to develop the programmes in terms of numbers of women & families benefiting from direct programmes and the wider WFRC activities

· Initiate new strands to the programme to meet the changing identified needs

· Act according to policy in all child protection allegations, incidents, etc. Internally and externally

● Develop, drive and implement an annual fundraising strategy

· Work with fundraising consultants to create a creative multi-layered and sustained fundraising is maintained.

· Plan and implement annual development plans as agreed with directors

· Plan and implement an annual marketing strategy as agreed with directors

· Contribute to the developmental thinking in the provision of the service

· Collate data and case studies for use in promotional activities

· Propose policy development to the directors according to any new and improved service delivery issues.
· Participate in the development of the WFRC with directors and the management team

· Develop strategy for staff training

Person Specification

	ESSENTIAL	DESIRABLE
EDUCATION	• Evidence of broad education to A level standard or equivalent	• Administration, finance or management qualification
Work Experience	• Proven experience of general administrative work, including excellent IT skills (using Windows, Word, Excel, Outlook, PowerPoint & Access). • Ideally, some experience of working in the charity sector. • Professional experience of financial administration including being responsible for record keeping and petty cash. • Proven experience of project support, organising and coordinating events. • Excellent written and verbal communication skills. • Excellent attention to detail.	• Experience of working with volunteers. • Experience of supervising office support staff. • Experience of Wordpress, HTML and CSS • Practical experience of computer based financial record keeping/book keeping e.g. Xero • Experience of dealing with payroll administration and queries. • Experience of newsletter design, publisher, mail chimp etc. • Experience of marketing and communications related issues. • Experience of health and safety at work.
Skills/ Knowledge/ Abilities	• Leadership and the ability to 'make things happen' • Good time management skills and the ability to work pro-actively, meet tight deadlines and deliver within budget. • Ability to work effectively as part of a team. Problem solving	• An interest in the rights and welfare of women & families. • Understanding and empathy with women & families and the issues they face. • Previous experience of working with funding bodies and fundraising.

	skills, Initiative, Budgeting skills, Attention to detail. ● Ability to communicate with a variety of people in a friendly, professional and confident manner. ● Ability to relate to, and engage with women & families.	● Understanding of current good practice in equal opportunities & diversity including child protection, project management, evaluation etc.
Other	● A willingness and flexibility to work evenings and weekends occasionally by prior agreement.	

I have read this job description and understand that the list of duties contained therein is not exhaustive and that my role may include some or all of the said duties which may be varied over time.

Signed

Employee Name: …….

Employee Signature: ……

Date: …….