



## Office Manager

### Job Description

Job title: Office Manager

Hours: 9.00am-5.00pm Monday to Thursday, 9.00am-4.30pm Friday

Reports to: Chief Executive

Tenure: Permanent

Salary: £22,000 plus auto-enrolled pensions scheme where both employer and employee contribute 5% of salary

### Background – TWAM's Mission

Tools with a Mission is a Christian charity working mainly with faith based overseas organisations to provide livelihood creating tools. Our charitable activity involves collecting unwanted tools, refurbishing them and sorting them into trade kits to send mainly to Africa. Tools are provided for community training and education projects to equip their centres and to give to individuals at graduation.

Our mission is to break individuals, families and communities free of poverty through the empowering of trade skills and the dignity of work. We believe in providing people with the tools they need to support themselves.

### Our Core Values

As a Christian organisation, TWAM operates to the highest ethical standards in all that it does and is committed, within the resources available, to excellence in its supply of goods and services. TWAM is committed to expressing its core values through every aspect of its work:

- Integrity of the highest standards,
- Accountability and transparency; financial, organisational and personal,
- Good Stewardship of resources,
- Impartiality (non-discriminatory with regard to race, religion, gender, sexuality etc.),
- A commitment to high quality in all of our dealings and actions.

### Purpose of Role

To manage the day to day running of the head office with responsibility for ensuring all procedures are maintained and accurate administration maintained. The Office Manager is responsible for a team of dedicated volunteers who fulfil various administrative roles within the office. The manager currently will share the time of the Supporter Development Officer who works mornings on administration.

**A Christian charity sending tools across the world**

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

t: 01473 210220 e: [admin@twam.co.uk](mailto:admin@twam.co.uk) [twam.co.uk](http://twam.co.uk)

Registered charity No: 1104903 (England and Wales) SC044069 (Scotland)

A company limited by guarantee and registered in England no: 5114575



## Scope of Role

The Office Manager will take the lead in all things administrative. TWAM has a robust IT infrastructure including Google for Business and Salesforce CRM. The Office Manager will need to work with our Accountant, Head of Fundraising and Communication and Chief Executive to ensure all procedures required to operate these programmes are kept up to date. This position will suit someone with previous experience managing an office who is looking for a new challenge and who enjoys working with a small dedicated team of paid staff and volunteers.

TWAM is about to embark on an ambitious five year strategic plan that will see us double our output and this position will be able to influence and lead the development of the administration of the charity as it looks to grow and develop. The Office Manager is one of the first contacts for supporters and volunteers contacting TWAM and it is essential that this person can develop and maintain good relationships.

## Primary duties and responsibilities

### 1. First contact with supporters, volunteers and organisations

The Office Manager will work the Supporter Development Officer to answer phone calls, letters and emails coming into TWAM. They will either deal with requests personally or allocate them to the relevant volunteer or staff member. When communicating with supporters and volunteers they must be patient, courteous and competent at all times.

### 2. Handling post

You will open the mail, ensure all mail and donations are accurately recorded and send out Thank You letters and resources.

### 3. Handling donations

This will include putting in place procedures for processing letters and donations received by post or delivered by hand. The Office Manager will need to liaise with the Accountant to ensure accurate financial records are kept. You will maintain Gift Aid Records and process CAF and Stewardship vouchers. You will enter into Salesforce CRM direct debits, standing orders, credit card donations and online payments.

You will keep petty cash/cash sales/cash donation records and issue receipts where appropriate.

### 4. You will support volunteers in the warehouse by printing off various shipping labels, information booklets and printed resources as required.

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**5. Salesforce CRM**

The Office Manager is ultimately responsible for maintaining Salesforce and running in-depth reports. This will include attending training courses as required (including a residential week long introduction course if you are unfamiliar with Salesforce).

It will be essential that you supervise volunteers and staff to ensure these procedures are maintained.

**6. Volunteer information**

You will work with the Supporter Development Officer to ensure all volunteer records are kept up to date. This will include ensuring all volunteers review their emergency contact details annually. All driving licences are reviewed annually and all relevant forms are completed and securely filed both electronically and in a locked cabinet.

**7. Safeguarding officer**

You will take responsibility for the Safeguarding of volunteers across TWAM. Training will be offered as required.

**8. New roles as identified by the growth of TWAM**

TWAM is entering exciting and challenging times and within the growth of the charity new roles and responsibilities will be identified.

## **Job description agreement**

This job description is subject to review. The post may include other duties and responsibilities as determined by the Chief Executive in consultation with the post holder.

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## Person Profile

### Office Manager

| Technical/Specialist Skills                             | Essential | Desirable |
|---|-----------|-----------|
| A minimum of three years' office supervising experience | ✓         |           |
| Excellent knowledge of Microsoft Office                 | ✓         |           |
| Experience initiating and implementing admin procedures | ✓         |           |
| Working knowledge of CRM programmes                     | ✓         |           |
| Accurate record keeping                                 | ✓         |           |
| Working knowledge of Salesforce CRM                     |           | ✓         |

| Working with volunteers                             | Essential | Desirable |
|---|-----------|-----------|
| Empathy with the needs and motivation of volunteers | ✓         |           |
| Experience of working with volunteers               | ✓         |           |
| Experience of managing volunteers                   |           | ✓         |

| Personal Attributes  | Essential | Desirable |
|--|-----------|-----------|
| In sympathy with the faith based Christian values and ethos of the charity | ✓         |           |
| Well organised and motivated   | ✓         |           |
| Able to manage a busy and varied work programme                            | ✓         |           |
| Able to work effectively as a member of a team                             | ✓         |           |
| Able to show flexibility and a willingness help out as required            |           |           |
| Proactive and creative   |           | ✓         |

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## **Main conditions of employment**

### **Place of work**

Tools with a Mission  
2 Bailey Close  
Hadleigh Road Industrial Estate  
Ipswich  
IP2 0UD

### **Pension**

Tools with a Mission offer a 10% company pension payable either into our Government NEST pension or into your pension scheme if you choose to opt out. Both employer and employee contribute 5%.

### **Probationary Period**

Six months

### **Duration**

Permanent position

### **Hours**

Full time 39.5 hours

### **Annual leave**

Leave entitlement is 25 days plus statutory public holidays

### **Closing date**

03 January 2020

### **Interview date**

Interviews will be held 9-10 January 2020

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