



## Office Manager Job Pack

This pack will provide you with information about Child Rescue Nepal and the Office Manager post.

**If you wish to apply for the above post, you will need to send your CV and a supporting statement setting out how you meet each of the points in the person specification.**

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Please be aware that the closing date for applications is 12am on Tuesday 4<sup>th</sup> July. All applications should be sent via email to [joanna.bega@childrescuenepal.org](mailto:joanna.bega@childrescuenepal.org). We hope to notify shortlisted applicants at the latest by the end of Wednesday 5<sup>th</sup> July and plan to **interview for the post on Tuesday 11<sup>th</sup> July.**

**This pack contains information about the following:-**

1. Child Rescue Nepal – the organisation
2. Background information on the role
3. Job description
4. Person specification
5. Terms and conditions

# 1. Child Rescue Nepal – the organisation

## About Us

Child Rescue Nepal frees children from slavery. Today, there are over 22 million slaves globally a quarter of which are children. In Nepal, we estimate that there are almost 100,000 child slaves working in hazardous situations. These children are extremely vulnerable and often suffer from physical, emotional and sexual abuse. We rescue children, keep them safe and reunite them with their families. Child Rescue Nepal has rescued nearly 700 children but our work is far from over. We want to end child slavery in Nepal and we won't stop until every child is free.

## Our current activities

1. Conduct rescue operations whenever vulnerable children are identified as having been trafficked and engaged as child slaves.
2. Temporarily house rescued children in our "safe house" in Kathmandu Valley where they are assessed, cared for, educated and their families traced.
3. Reintegrate children with their immediate or wider family and provide their families with post-integration financial and psychosocial support, as appropriate.
4. Provide longer-term care to children who cannot safely go back to their family homes.
5. Support rescued children to become independent adults through education, vocational training and tailored outreach support.
6. Prevent child trafficking and therefore child slavery through education and awareness raising, mobilising communities where children are identified as being at risk of trafficking.
7. Keep vulnerable children safe in schools through the improvement of basic facilities in schools and providing other educational support to children at risk of dropping out.
8. Fund the reconstruction of schools that were damaged during the devastating earthquake in 2015.

## Staff, Governance and Funding

Child Rescue Nepal currently employs a Chief Executive in the UK four days a week, and the Office Manager role will be the only other member of staff. It also employs three staff in Kathmandu. Our offices are in London, at St Clement's Church (nearest stations Monument, Canon Street, Bank, London Bridge). We are governed by a board of trustees.

Child Rescue Nepal is dependent on its own fundraising and raises income from individuals and grant-making trusts.

## **2. Background information to the Office Manager post**

The Office Manager will play a pivotal role within Child Rescue Nepal. The post demands someone to be able to work independently as well as closely supporting the Chief Executive.

As a small organisation, we need our staff to be flexible, reliable and able to cope with a range of competing tasks and priorities. The Office Manager post requires someone who can undertake essential administrative tasks, from photocopying to events planning, as well as being creative and proactive in liaising with our donors.

The post has responsibility for sending regular e-communications to supporters and helping the organisation to maintain and increase donors. They are also responsible for maintaining our website content and our database and for supporting the administration of events.

A confident telephone manner and attention to customer care is essential. In addition to running the office and the administrative systems, the post involves some routine financial record keeping and banking.

The post is suitable to an individual wanting a varied and responsible role who can manage competing priorities. In return, we believe you will find that Child Rescue Nepal offers a dynamic and friendly working environment.

### 3. Job Description

**Job Title:** Office Manager  
**Responsible to:** Chief Executive  
**Based at:** Child Rescue Nepal offices, St Clement's, London EC4N 7HB  
**Purpose:** To support Child Rescue Nepal's administrative and communication functions; to support the Chief Executive

#### MAIN DUTIES AND RESPONSIBILITIES

##### Office Management:

1. **Office management:** dealing with contracts for office equipment, dealing with post, printing materials, insurance, passwords etc
2. **Mailings:** organising mailings with external mailing house, providing letters and leaflets to be mailed, along with name/address merged letters from RE
3. **IT support:** dealing with all IT problems via IT Rescue, broadband, email issues, online security
4. **Email management:** managing e-mail domain, setting up new emails, suspending old ones, updating passwords regularly etc
5. **Administration of Trustees Ltd Company:** admin of Ltd Co including submission of annual return to Companies House, annual accounts, induction of new Directors and cancelling leavers etc
6. **Human Resources admin:** keeping staff files for all employees within the organisation, including copies of contracts, payroll records, data protection, DBS, holiday records etc
7. **Volunteer/intern management:** organising volunteer (admin and finance interns) attendance at the office, allocating and overseeing their work
8. **Website:** keeping up-to-date with website admin, checking content is correct and up-to-date etc
9. **Community Fundraising:** recruiting marathon runners, recruiting Trek participants, communication and provision of fundraising paperwork to supporters, such as getting t-shirts printed, posters, leaflets, money tins etc
10. **Communications materials:** Commissioning leaflets and literature, arranging printing & distributino of leaflets
11. **Event Organisation assistance:** eg. House of Lords catering, name lists/ name tags, invitations/ entry passes, liaison with HoL staff, arranging volunteers for the events etc

##### Finance & General Admin:

1. **Donation receipts:** Logging and administration of all gifts received
2. **Thanking:** Ensuring all donors are thanked in a timely and appropriate manner
3. **Payments:** Authorisation and payment of invoices

4. **Transfers to Nepal:** Checking fund request against budget, negotiating rates and sending funds
5. **Gift Aid:** Claiming Gift Aid on donations and administration of declarations
6. **Raisers Edge:** Keeping database up-to-date, running queries, creating accounting codes, setting up Gift Aid refs etc
7. **Monthly Accounts:** Coding receipts and payments and entering into accounting software, downloading bank statements, keeping record of project grants and restricted funds
8. **Recurring Gifts:** admin of DDs and SOs, uploading onto RE, administering any changes (ie. new DDs or cancellations), liaison with CAF bank etc
9. **Child Sponsorships:** Administration of child sponsorships, child allocation, setting up DDs, sending out updates, running reports etc
10. **Nepal finance:** Dealing with any Nepali finance issues, queries etc
11. **Monthly e-newsletter** – writing and sending out (via Mailchimp) our monthly newsletter.
12. **Donor tours:** Booking flights, getting insurance, compiling risk assessments

#### **Management and Financial Accounts:**

1. **Monthly Management Accounts:** preparing summary of management accounts for Trustees' meetings; Cash Flows when required
2. **Producing annual EBT-UK Budget:** in partnership with CEO
3. **Annual Accounts & Audit:** completing the annual accounts for auditors, submission to Charities Commission, managing contract with auditors, Charities Commission annual return

#### **General**

1. To attend all CRN supervision meetings, and other internal and external meetings as requested.
2. To undertake all work in line with CRN's Equal Opportunities policy
3. To occasionally work outside of office hours to support fundraising events; time off in lieu will be given.
4. To be flexible in adapting to the needs of the post according to the changing and emerging needs of Child Rescue Nepal and to undertake other duties and responsibilities from time to time commensurate within the grade of the post.

## **4. Person Specification**

**Job Title: Office Manager**

### **Qualifications and experience**

- A minimum of 2-3 years experience of a wide range of administrative functions
- Experience of communications
- Experience of donor care and Raiser's Edge or similar CRM systems
- Experience of administrating events

### **Essential skills and knowledge**

- Maintain the efficient running of an office through accurate use and development of in-house systems and records
- The ability to log and process financial data, including paying bills online, tracking payments and producing financial reports
- To work creatively, resourcefully and flexibly on a small budget and be able to maintain and ensure the accuracy and timely processing of financial information.
- Excellent communications skills, including on the telephone, in person and in writing with a wide range of people and organisations.
- Excellent written communications skills, including the ability to proof read and write paper-based, electronic and web-based communications
- Demonstrate a commitment to high standards of work to ensure an excellent experience for donors.
- Able to collect and analyse data and contribute to Child Rescue Nepal's donor recruitment strategies
- The knowledge and ability to maintain websites and create e-newsletters through Mailchimp or similar
- Type a minimum of 30 wpm and use ICT systems, including MS Office (Word, Excel, Powerpoint and Outlook) and use in-house databases
- Work independently to organise, plan and deliver work to meet deadlines.
- Maintain health and safety policy and procedures
- Work effectively and flexibly as part of a small team.

## **5. Terms and Conditions**

### **Contract and Salary**

The post is offered on a permanent basis subject to continued funding. The salary for this post is £28,000.

### **Location**

The post holder will be based at Child Rescue Nepal's registered offices in the City of London (near Monument).

### **Hours of Work**

The post is 35 hours per week and will normally be worked in our registered offices. Occasionally there may be some travel and unsociable working hours required.

### **Paid Leave**

The annual paid leave entitlement for this post is 25 days. The leave year runs from January to December. For new employees starting during the leave year there will be a pro-rata entitlement for each month worked. Staff are also entitled to Public and Bank holidays, which fall on a normal working day.

### **Whole Time Service**

You will be expected to devote your whole time service to the work of Child Rescue Nepal and you shall not engage in any other business or take up any other appointment without the approval of the Chief Executive.

### **Training and Development**

Child Rescue Nepal is committed to the professional and personal development of its staff and within its resources encourages staff to participate in work-related training and development.

### **Notice Period**

The notice period from either party for this post will be one month. The first six months in post will be on a probationary basis, during which time the period of notice, from either side, will be negotiable.

### **Prevention of Illegal Working in the UK**

Child Rescue Nepal's policy requires it to make a basic document check on every person it intends to employ. Therefore candidates who are shortlisted for interview will be required to provide the relevant documents for photocopying and recording. Full details of the amendments and documents required can be found on the home office website at [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)