



### **JOB DESCRIPTION: OFFICE MANAGER**

**Job Type:** 18 Months Fixed Term Contract

**Salary:** £28,420 + 4% Employer Pension Contribution

**Effective from:** 1<sup>st</sup> May 2020

**Reporting to:** Executive Director

**Close working relationship with:** Executive Director, Finance Manager, SMT and all staff members.

#### **The Rainforest Foundation UK**

The mission of the Rainforest Foundation UK (RFUK) is to support indigenous peoples and traditional populations of the world's rainforest to:

- Secure and control the natural resources necessary for their long-term wellbeing and managing these resources in ways which do not harm their environment, violate their culture or compromise their future.
- Develop means to protect their individual and collective rights and to obtain, shape and control basic services from the state.

RFUK considers that an essential first step to protect and manage the tropical forests and to reduce poverty in tropical forest countries is to realise the rights of the communities who live in those forests. Locally, our participatory approaches help forest communities to gain land rights, challenge extractive industries, manage their forests and protect their environment. Globally, we campaign to influence national and international laws to protect rainforests and their inhabitants. Founded in 1989, RFUK currently works with over 15 partner organisations in the Congo Basin, West Africa and Peru. Our programmes are split into the following thematic areas:

- Tackling threats to forests from the extractive industries, agro-industrial expansion and infrastructure development;
- Sustainable conservation: monitoring the social impacts of militarised conservation and initiatives to reduce deforestation and degradation (REDD);
- Community-based forest management, land use planning and tenure reform;
- Participatory ICTs: Community mapping and monitoring of forests;
- The rights of indigenous peoples', women and other marginalised groups.

RFUK is a part of a network of sister organisations, which also include the Rainforest Foundation US and the Rainforest Foundation Norway and is governed by a Board of Trustees. The organisation currently has 21 staff based in our North London office with a number of volunteers or interns at any given time.

We are looking for an Office Manager with a versatile skill set who will take ownership of RFUK's premises, IT and general administrative needs, and provide support to senior management and all staff in fulfilling our important mission.

## **KEY RESPONSIBILITIES**

### **1. Office and Facilities Management**

- Overseeing smooth facilities' management of RFUK's office (including any external areas).
- Ensuring that the premises are properly maintained, identifying areas for improvement and development of RFUK's working environment.
- Overseeing core office suppliers and maintenance contracts (IT, cleaning, equipment lease etc.).
- Sourcing, commissioning and overseeing cost-effective service and trade providers, as well as ensuring that regular maintenance and cleaning is carried out by relevant contractors.
- Liaising with the Finance Manager to manage the office budget and find efficiencies where possible.
- Responsibility for office security; ensuring that security guidelines and procedures are complied with.
- Liaising with the landlord and any landlord's agents, as well as local authorities, as necessary.

### **2. Governance and Supplier Management**

- Ensuring all core office related documents are filed appropriately.
- Ensuring that RFUK's data protection policy is followed; supporting staff with their storage needs (physical and digital).
- Supporting management of RFUK insurance agreements (i.e. Employers Liability, Contents, Trustee Liability, Overseas Travel) including administration of current policies, renewals, new cover and handling claims.
- Ensuring RFUK branding and intellectual property is protected by relevant copyrights.

### **3. Health and Safety**

- Responsibility for full compliance with statutory health and safety requirements; identifying any areas of risk and making these known to the Senior Management Team, Executive Director and/or the Board as appropriate.
- Ensuring fulfilment of RFUK's statutory responsibilities, including the appointment and training of the Health and Safety Officer, Fire Warden and First Aider.
- Carrying out regular inspections and tests (fire alarm, burglar alarm, PAT, gas safety, legionella, COSSH, etc.).

### **4. IT and Telecoms Support**

- Overseeing RFUK's IT infrastructure; reviewing and managing the organisation's IT (software and hardware) requirements and ensuring the set-up is sufficient for staff needs.

- Providing the first point of contact for any staff issues concerning IT, resolving these if possible, and/or liaising with the organisation’s external IT support providers.
- Overseeing the relationship with external IT service providers.
- Managing phone and broadband contracts.
- Managing RFUK’s online subscriptions, software licences and internet domains.
- Managing user accounts and permissions of access on the RFUK server and other platforms.
- Ensuring that the IT security and disaster recovery procedures are being followed and liaising with external IT support on this issue as required.

## 5. General Administrative Support

In conjunction with the Office Administrator:

- Ensuring front of house, reception and main phone line pick-up is covered at all times.
- Ensuring that incoming mail and deliveries are properly recorded and distributed, and that any outgoing mail is dispatched in a timely manner.
- Overseeing core office procurement; ensuring furniture, stationery, provisions and other consumables are ordered.
- Ensuring that waste and recycling is handled in line with RFUK’s Environmental Policy.
- Supporting departmental heads and other staff in planning and organisation of internal and external events including IT support and logistics.
- Carrying out general office administrative duties and other tasks as required by the Executive Director or the Finance Manager from time to time.

### **PERSON SPECIFICATION**

<b>Detail</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Demonstrable aptitude in contracts/facilities’ management, including liaising with contractors and suppliers</li> <li>• High level of IT literacy (hardware/software, Windows 10 and Windows Server environment)</li> <li>• Excellent command of the English language, written and spoken</li> <li>• Good level of numeracy</li> <li>• Excellent written communication skills</li> </ul> <p>Ability to source and get value from a range of different service providers</p>	<ul style="list-style-type: none"> <li>• Previous experience of working for a charity or a small – medium sized organisation</li> <li>• Understanding of health and safety requirements of a small organisation</li> <li>• Understanding of budgets and procurement practices</li> <li>• Experience of hands-on IT support and practical ability to maintain hardware and software</li> <li>• French and/or Spanish language skills</li> <li>• Experience of note-taking and minute writing</li> </ul>

<p>Personal Skills and Attributes</p>	<ul style="list-style-type: none"><li>• Excellent organisational and time management skills with the ability to work under pressure and to deadlines</li><li>• Willingness and ability to learn on the job, undertake new tasks, and take ownership of the role</li><li>• Ability to show initiative and self-motivation</li><li>• Reliable, helpful and friendly</li><li>• Careful and conscientious with an attention to detail</li></ul> <p>Pleasant telephone manner</p>	<ul style="list-style-type: none"><li>• Empathy with and commitment to the Rainforest Foundation's Vision and Mission</li><li>• Interest in human rights &amp; environmental issues</li></ul>
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