



# OFFICE MANAGER

## JOB DESCRIPTION

**Location:** Remote working (Must be based in the UK)

**Employment type:** Permanent full-time with flexible working arrangements, and some weekend work when needed (for AGM and ExCO)

**Salary:** £18,000 - £26,000 per annum subject to experience and qualifications

**Application Deadline:** 5 November 2021

**Start date:** ASAP (November 2021)

## ORGANISATION BACKGROUND

The Council of European Jamaats (COEJ) is the umbrella body of all Khoja Shia Ithna-Asheri Jamaats in Europe. COEJ stands for the promotion of unity and cohesion across the network of our communities, as we strive to facilitate networking amongst European Jamaats, and the promotion of shared best practices. Our core mission is to help Jamaats build their capacity to serve their communities by investing in their development and working towards building good governance.

## BRIEF DESCRIPTION

The Office Manager manages and co-ordinates all the administrative activities of COEJ. It will be his/her responsibility to ensure that the administration is run at maximum efficiency whilst maintaining proper records. All revenues and income from the organisation's assets must be realised in a timely manner to ensure cash flow is always maintained. The role will also be a hub for all communications and involves regular interaction with the key office bearers in order to set out an agreed annual work plan as part of the overall Strategic Business plan for the organisation. The individual would report directly to the Secretary General, with performance reviewed on an annual basis. The role involves regular interaction with the Office Bearers to ensure proper accounting records are maintained, specifically Hon. Treasurer, Secretary General and bookkeeper. Manage its assets and income streams and produce financial forecasts on a regular basis. Full training will be provided.



## RESPONSIBILITIES

- Ensure the smooth and adequate flow of information within the organisation to facilitate business operations
- Plan and coordinate administrative procedures and systems and devise ways to streamline processes
- Partner with Secretary General to update and maintain office policies as necessary
- Ensure operations adhere to policies and regulations
- Completes operational requirements by scheduling and assigning employees, following up on key actions
- Overall accountable delivery for all charity's objectives
- Assess staff performance and provide coaching and guidance to ensure maximum efficiency
- Maintains office staff by recruiting, selecting, orienting, and training employees in collaboration with Secretary General
- Maintains office staff job results by coaching, mentoring, and disciplining employees, planning, monitoring, and appraising job results.
- Manage absence, Holidays and rotas to make sure the office is adequately covered by staff
- Address employee queries regarding office management issues
- Maintain the office condition and arrange necessary repairs
- Manage IT systems such as Microsoft Teams, SharePoint, Team Viewer, Outlook E-mail client, 3CX Telephone client, CoEJ Server
- Assist with IT troubleshooting, requests to create e-mail accounts, and other similar requests
- Ensure that all items are checked, invoiced, and paid on time
- Manage contract and price negotiations with office vendors, service providers, and leases (i.e., insurances, utilities)
- Design and implement office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Taking ownership and following up with project heads to make sure delivery of programs outset by the charity's objectives
- Oversee that COEJ trustees, volunteers, and staff are fully compliant of the policies and procedures as laid by the CoEJ Constitution, and Charity Commission, and raise any concerns to the Secretary General
- Making sure that all our communication channels are up to date and relevant
- Maintaining a yearly calendar with all CoEJ activities, planned and delivered successfully
- Ensure any reasonable requests from the Office Bearers and Executive Committee are delivered
- Keeping track of office assets
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes
- Manage petty cash, receive, record, and bank cash, cheques, and vouchers.
- Liaise with bookkeeper and auditor to ensure integrity of the accounts



- Ensure data inputting and financial administration tasks are completed including bank reconciliations, payment and receipts, journals, cash and bank, banking, filing, record keeping, and other related duties
- To assist the treasurer in preparing payments due, seeking relevant approvals, and remitting through the bank system in a timely manner
- Respond to any Treasury/Financial correspondence with the input from the Treasurer.
- Look into any additional requests relating to Finance by the Treasurer, Office Bearers, Executive Committee, Office manager
- Compile statistical, financial reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses
- Maintain our payment systems including the reconciliations of PayPal/Stripe or, any payment platforms
- Introduce and maintain financial procedures and controls for all sections of the budget.
- Update Charity Commission, Banks or any other relevant organisations with the updated members of the Executive Committee
- Comply with, Charities Commission and company policies, procedures, and regulations.
- Liaise with banks, solicitors, insurance, utility companies and auditors where necessary
- Complete all statutory returns (e.g. VAT, PAYE, Gift aid, Companies House, Charities Commission, etc.), in a timely manner
- To obtain best quotes for all purchases by the Charity (e.g. insurances, utilities, cleaning)
- Introduce and maintain financial procedures and controls for all sections of the budget
- Help Produce annual Budgets and 3-year Financial Plan for the Charity
- Help Chase any Debtors for any of our projects and maintain our membership lists
- Prepare membership subscription invoices for members
- Look into any additional requests relating to Finance by the Treasurer, Office Bearers, Executive Committee, Office manager
- Assist the SG/Treasurer in preparing the AGM reports
- Lead on the Alim Grant project
- Keep the CoEJ website up-to-date, publish updates on the CoEJ Website, YouTube, WhatsApp and Social Media, create and send out CoEJ Newswire via Mailchimp as and when required
- Supporting the Secretariat with projects you are leading on behalf of CoEJ
- Cover for annual holidays taken by other staff members
- Look into any additional requests relating to Finance by the Treasurer, Office Bearers and Executive Committee

## REQUIREMENTS

- Proven experience as an Office manager, Front office manager or people manager.
- Knowledge of office administrator responsibilities, systems and procedures
- Proficiency in MS Office and office IT systems
- Familiarity with email scheduling tools



- Excellent time management skills and ability to multi-task and prioritise work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment
- A creative mind with an ability to suggest improvements
- Knowledge of accounting and finance software
- Able to do basic banking

## PERSONAL SPECIFICATION

- Conscientious
- Self-motivated
- Sense of accountability
- Good communication skills
- Excellent attention to detail
- Emotional intelligence and tolerance for different cultures
- Willingness to learn and adapt as a team player
- Ability to give and receive constructive feedback
- Good time-management skills
- Ability to multi-task and prioritise tasks
- Excellent organisational skills
- Ability to work in a fast-paced environment
- Flexibility

**Full training will be provided**

### CONTACT US TO APPLY

To apply (or for any further information) please submit your CV with a covering letter to Sister Rehab Moledina at [secretariat@coej.org](mailto:secretariat@coej.org)

**Deadline: 5 November 2021**