

## **Job Description**

### **Lytham Hall Office Manager**

#### **Summary**

**Job Title:** Office Manager

**Salary:** £28,000

**Location:** Lytham Hall, Ballam Road, Lytham St Annes, Lancashire, FY8 4JX and other HTNW locations on occasion as appropriate.

**Reporting to:** Deputy General Manager - Lytham Hall

**Hours/Days:** 40 hours per week, working 5 days out of 7 as per the rota with half an hour for lunch each day. Mostly this will be Monday to Friday however, please note there is also an expectation of flexibility to work into the evening or at a weekend when others are on leave and cover is required. This will be advised on your advanced weekly rota.

#### **Purpose and key objectives**

The Office Manager shall:

- Support the Deputy General Manager and the General Manager at Lytham Hall in all duties and our shared aim to build a sustainable fundraising and operational culture at Lytham Hall and wider to ensure the potential of HTNW's heritage assets are maximised for the appreciation and benefit of future generations.
- Increase our capacity at Lytham Hall to enable us to achieve the above objective but also expand our operations and areas of activity with the delivery of new projects and events.
- In particular, lead on the administration and assist the General Manager and Deputy Manager in overseeing the following:
  - finance,
  - customer relations,
  - events management and bookings,
  - onsite deliveries and works,
  - retail operations eg stock control for the shop,
  - holiday accommodation,
  - new project delivery,
  - whilst maintaining excellent service across our existing operations.
- Support the strategic financial planning and budgeting.
- Focus in particular on maximising cost reduction, efficiency, income generation and the charity's aim to achieve surplus funds for operational sustainability and resilience.
- Be a key holder for the Lytham Hall site responsible with the other key holders for the opening up and closing of the Hall and wider site and in particular the security required for a Grade I building and its valuable collection housed inside.

#### **Key relationships**

- 1) Work alongside and seamlessly with the Deputy General Manager, the General Manager, office administrators and other staff and volunteers at Lytham Hall and the central finance function.
- 2) Support the whole staff and volunteer network of HTNW to ensure it is empowered to achieve our ambitions.

- 3) Build relationships of trust, confidence and partnership with stakeholders including Friends groups, Local Authorities, customers, suppliers, consultants, grant funders and local communities.
- 4) Contribute effectively to regular team management meetings.
- 5) Report to and support as required the HTNW trustees, the Chief Executive and other internal and external stakeholders.

### **Key Responsibilities**

- 1) Line manage and supervise the office administrators.
- 2) Lead and manage all of the administration and office resources at Lytham Hall.
- 3) Co-ordinate the preparation, administration and payment of a regular number of invoices and payments in close co-operation with the Finance team.
- 4) As a keyholder in the absence of the General Manager and Deputy General Manager, you will be expected to open up all areas of the operation, prepare the Hall for visitors, and ensure the closure and security of the site and its buildings in accordance with the checklist
- 5) Support the important pillar of the HTNW strategy to ensure long term financial stability and sustainability.
- 6) Directly support the formulation and management of annual budgets.
- 7) Support the management of capital projects and successful grant funding eg submission of accurate grant claims or organising on site access for works or utilities.
- 8) Maintain compliance and awareness of key risks and responsibilities such as health and safety files or fire regulations.
- 9) Support the operations and projects across the portfolio of HTNW properties, working from those sites on occasion if required.
- 10) Any other duties at the request of the Deputy General Manager or another senior manager.

### **Person Specification**

You need to provide examples and evidence as to how you meet these criteria in your application in order to be shortlisted for interview. If offered an interview you will be asked competency based questions around these criteria.

#### **Essential Criteria**

- Proven knowledge and experience of administrative duties in a charity or a similar related organisation.
- Ability to produce written materials and reports, with excellent attention to detail.
- A high level of customer service and organisational ability.
- Efficient in book keeping / financial reporting skills.
- Reliable, vigilant and trustworthy to ensure on site security – of paramount importance.

#### **Desirable Criteria**

- Excellent verbal communication and negotiating skills and the ability to present well if required.

- Ability to work to tight deadlines and prioritise effectively.
- Ability to create and maintain positive working relationships with HTNW staff and external stakeholders.
- Line management experience or proven ability to supervise others.
- Strong IT skills including office 365 and ideally accountancy software or applications such as Sage and Xero.
- Project management skills or experience.
- A strong commitment to charitable work and public benefit but combined with a commercial ability and entrepreneurial outlook.