**Office & Communications Manager**

**Job Description**

**Salary: £23,541 (£12,725 actual)**

**Hours: 20 hours per week**

**Location: Barnstaple**

**Responsible to:** Chief Officer, North Devon Voluntary Services Ltd

**Purpose of the Post:**

The purpose of the post is to:

* Ensure that the CVS has effective, consistent, administrative systems to support the work it provides to local voluntary and community groups
* Support effective and efficient HR services
* Communicate effectively and regularly with the (Voluntary, Community and Social Enterprise) VCSE sector
* Offer relevant and practical office-based services
* Act as the Company Secretary and provide administrative support for all Trustee meetings
* Support the work of Devon Voluntary Action (DeVA) as required

**Main responsibilities:**

**Office Administration**

* To maintain systems for keeping and monitoring essential records and to identify areas where office procedures can be improved.
* To support other staff in ensuring ICT systems are managed effectively and data protocols are maintained.
* To maintain contact and distribution data
* To ensure adequate supplies of stationery, postage and other necessary items are available.
* To complete DBS checks on behalf of the VCSE sector.
* To arrange and attend meetings, including team meetings, quarterly Board meetings, the Annual General Meeting and other ad hoc meetings as required.
* To lead on administrative matters.
* To update the NDVS website, Facebook and Twitter pages regularly.

**Communication and Marketing**

* To send out information to groups and networks.
* To promote North Devon and Torridge Together and act as system operator.
* To arrange venues and manage bookings for training courses.
* To co-ordinate the arrangements for the annual Volunteer Awards.
* To act as the first point of contact for office enquiries.
* Design promotional material as and when required.
* Work with the Voluntary and Community Partnerships Officer to collate material for a regular newsletter.
* Provide regular support to DeVA by reviewing and updating website and materials.
* Provide communication and marketing support to DeVA.

**Governance and HR**

* To administer and maintain records relating to staff annual leave and TOIL.
* Support the Chief Officer in matters relating to staff recruitment, supervision and management.
* Maintain records on the HR software.
* To update policies where applicable in consultation with the Chief Officer.
* To review the Trustee and Directors Induction Pack, despatch to new Trustees/Directors and maintain registers of declarations of interests of Trustees/Directors.
* To attend quarterly Board meetings, take minutes and arrange the distribution of these.
* To assist the Finance Officer and Chief Officer with Payroll.

**Finance**

* To assist with the preparation and issue of invoices in the absence of the Finance Administrator.
* To assist with the preparation and processing of BACS payments.

**General**

* To undertake other reasonable tasks and projects as may be required from time to time.

**Person Specification – Office & Communications Manager**

Essential

* High level of literacy and numeracy
* Effective communicator
* Ability to organise a busy office efficiently and methodically
* Experience in developing and maintaining office administrative systems
* Ability to manage a complex workload
* Skilled in use of Office 365, Mailchimp, Wordpress or similar
* Experience of updating websites (Wordpress), Facebook and Twitter pages.
* Understanding of equal opportunities practice
* Ability to prioritise own work and to work under own initiative
* Ability to be a proactive member of a team
* Flexible and able to cope with change
* Knowledge of recruitment processes and HR systems
* Excellent attention to detail

Desirable

* Ability to maintain financial and book-keeping systems
* Experience of using financial software (Xero Accounting)
* Experience of using payroll systems
* Experience of data protection
* Experience of producing newsletters
* Ability to support volunteers
* Understanding of voluntary and community sector