

Position Description – Office Manager

Reports to:	Executive Director, KEA Inc
Key Relationships:	
<u>Internal:</u>	Executive Director, Financial and Marketing Contractors, Ancillary Staff, Tenants, and Board Members.
<u>External:</u>	Tenants, members of the public, Contractors, Cornerstone Members, Other Stakeholders e.g. potential community groups, Statutory Authorities.
Main objectives:	Front of house office management, planning, organising, directing customer service, support to Executive Director and KEA Board, financial record keeping across all KEA sites. All systems must ensure the confidentiality and privacy of employees, Board Members and company business.
Delegated authority:	Maximum item spend \$500.
Key Responsibilities:	
<u>Asset Management:</u>	Refer all requests etc for repairs and maintenance, contracts and contractors, Leases, Tenancies, Security to Property Manager.
<u>Operations:</u>	Board Minutes, catering, room bookings, IT requirements
<u>Customer Service:</u>	Managing front of house activities, admin and secretarial services, catering, stationery and cleaning supplies etc. Maintaining effective, confidential and efficient administration, and support systems for the day to day management of business function. Carrying out site inductions as required for staff.
<u>Marketing:</u>	Working with the Marketing Contractor Updating KEA databases and managing website uploads, content and statistics. Updating KEA profile e.g. LinkedIn, blogs, Facebook, Social Media Preparing Brochures, fact sheets, signage (KC and KIP), advertising, newsletters Event support and management with Marketing Contractor
<u>Financial:</u>	Accounts Payable, Accounts Receivable, data entry, petty cash reconciliation, timesheets.
<u>Project Support:</u>	Providing administrative support for specific projects as required e.g. Social Enterprise/Charitable giving.

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Responsibilities:

1. Financial support to Finance Contractor and Executive Director. Day to day activities including invoicing, banking, data entry, inwards goods, bank records, wages. Financial data entry – first line, into QuickBooks
2. Management of the websites and social media uploading information on a regular, as required basis with support from Marketing Contractor
3. Attending the meetings of Kawerau Enterprise Agency Inc and acting as Secretary, preparing Board Packs, photocopying, binding, delivery/mailing/courier.
4. Arranging room bookings and catering for meetings especially KEA Board Meeting
5. Assisting in the preparation of applications for funding and sponsorship of events from assorted bodies e.g. Bay Trust, Acorn Foundation, Creative Communities, KDC Event Marketing Fund.
6. Arranging Executive Director's diary
7. Ordering Stationery, tea, coffee, milk etc and cleaning supplies for ancillary staff
8. Dealing with correspondence and phone calls, emails promptly
9. Completing security checks, opening/closing the building, allocating keys and codes
10. Public typing, scanning and emailing for specific clients
11. Checking power accounts with Property Manager
12. Carrying out Fire Warden duties and responsible for Health & Safety

Person Specification:

- Flexible – not a 9 -5 routine
- Able to work in sole capacity and as a Team player – self starter
- Written and verbal communication and presentation skills
- Demonstrated attention to detail
- Proven ability to work under pressure and to deadlines
- Cultural awareness, sensitivity
- Computer savvy especially with social media
- Able to work in a busy, varied environment.
- Discrete, honest with a warm, friendly personality

Knowledge & Experience:

- Financial e.g. QuickBooks, MYOB
- Minute taking – Agendas and Minutes
- Record keeping
- Office management
- Experienced in project management
- Proficient in Word, Excel, Outlook, Internet and QuickBooks/MYOB/Xero
- Previous working experience in a small to medium business
- Social Media

Key Performance Indicators (KPI's) – Office Manager

• Asset Management	KPI's (Qualitative, Quantitative and - SMART)
<ul style="list-style-type: none"> ○ Induction 	<p>All new staff and Board members receive an Induction Pack and full Induction (on USB key). Contractors receive and understand Engaging Contractors Policies Relevant documents signed off and filed</p>
<ul style="list-style-type: none"> • Operations 	
<ul style="list-style-type: none"> ○ Policies, Procedures and Guidelines (PPG's) 	<p>Operational PPG's reviewed as they fall due. Others adhered to e.g. Health & Safety, HR, Financials, and Engaging Contractors.</p>
<ul style="list-style-type: none"> ○ Board Minutes ○ Board Packs ○ Catering 	<p>Taken, typed up and distributed within 1 week of the Board Meeting Board Packs received by Board Members at least 3 working days before the Board Meeting Catering is managed with no action required by Exec Director. Advise Heartlands Co-ordinator so that front door remains open</p>
<ul style="list-style-type: none"> ○ Databases 	<p>Maintained as current at least yearly "Blue books" for each staff member are maintained and current</p>
<ul style="list-style-type: none"> ○ Stationery, Cleaning, Tea & Coffee etc 	<p>Orders placed as required</p>
<ul style="list-style-type: none"> ○ Computer and Information Backups and storage 	<p>Ensure Friday morning backup done Hard drive taken home at end of every week or before business closedown for Statutory Holidays and close of Business at Christmas/New Year System checked periodically to ensure failsafe systems in place (with SBS)</p>
<ul style="list-style-type: none"> • Customer Service 	
<ul style="list-style-type: none"> ○ Reception 	<p>Reception manned from 8.30am to 4.30pm Cover arranged if necessary Notices to be used if office closed Phones to be diverted to Exec Director if office unattended Offices remain tidy, with easy accessibility</p>
<ul style="list-style-type: none"> ○ Mail including email, scanning, photocopying, binding, laminating 	<p>Mail to be collected daily</p>

Key Performance Indicators (KPI's) – Office Manager

	<p>Mail distributed daily to staff and tenants</p> <p>Invoices, Statements, cheques, petty cash and money dealt with in accordance with PPG's</p> <p>Board and Exec Director Secretarial services carried out</p> <p>Equipment and Stationery orders dealt with appropriately and in line with PPG's</p> <p>List of charges for secretarial services updated annually, as a minimum.</p>
○ Correspondence	Responded to and dealt with promptly
○ Filing	<p>Establish marked "In" Tray so items can be left in there for action</p> <p>Filed promptly in correct folders</p>
○ Phones	<p>Answered within 2 rings</p> <p>Diverted to Executive Director as necessary</p>
○ Room Bookings	<p>Managed as appropriate - Paying guests take precedence over non-paying in most cases</p> <p>Charged out where relevant (with VW)</p>
○ Security	KEA offices and Building to be secured as required
○ Keys	<p>To be signed in and out</p> <p>New keys and codes allocated as required for tenants</p>
● Financial	
○ Accounts Receivable	<p>Banking to be carried out as cheques etc arrive</p> <p>Invoices and statements raised to customers</p> <p>Data entry of Receipts and Bank Statements</p> <p>Respond to customer queries</p>
○ Accounts Payable	<p>Check and review Supplier Invoices and reconcile to supplies and their statements</p> <p>Data entry into QuickBooks</p> <p>Respond to supplier queries/concerns</p> <p>Pay suppliers by due date, checking for discounts and terms of payment</p>

Key Performance Indicators (KPI's) – Office Manager

	Reconcile Petty Cash and reimburse
○ Bank Records	Monthly Bank Records Monitoring Cash Flow
○ Wages	Timesheets received from all staff as required Uploaded into Smartpayroll and Bank for payment authorisation
○ Board Reports	Prepare Draft monthly accounts for sign off by Accountant
● Marketing & Communication	
○ Website ○ Newsletters/Blog	To be updated at least monthly To be written up as required, distributed and linked onto KEA/Kawerau websites
● Other income streams e.g. Secretarial Services	
▪ Greypower, Murray Hansen	All work charged out at an agreed rate Generally diverted to Heartlands for public services
▪ Mail including email, scanning, photocopying, binding, laminating	For KEA If time permits, for general public if Heartlands not available.
● Charitable Giving/Social Enterprise	Document value of time/sponsorship Refer all requests to KEA's PPG on Sponsorship. Refer all organisational requests to Executive Director
○ Woodskills	Annually but an agreed time only
○ Waterwheel	Currently rent and repairs and maintenance
○ Careers Expo	Planning, organising, setting up and debriefing the Expo
○ Miscellaneous	Including helping tenants as required.
● Project Work/Project Management	As required
● Training and Development (Self)	Identify any training required