

## WHITLEY FUND FOR NATURE

### OFFICE MANAGER – JOB SPECIFICATION

#### **The Whitley Fund for Nature (WFN)**

WFN is a UK-registered charity ([www.whitleyaward.org](http://www.whitleyaward.org) no. 1081455) offering funding (Awards) and media profile to inspiring leaders of wildlife conservation projects across the Global South. We support pragmatic, sustainable and long-lasting work rooted in science and community involvement. The charity funds projects directly and we remain in regular contact with our winners. WFN also raises awareness of the serious problems facing wildlife and their habitat through promoting the work of winners. We focus support on nationals (leaders who were either born to the country where they work or have gained nationality) and aim to build the capacity of successful local NGOs and grassroots work. We fund mainly in Africa, Asia and South/Latin America where income is often hardest to raise and can have the biggest impact for people and biodiversity.

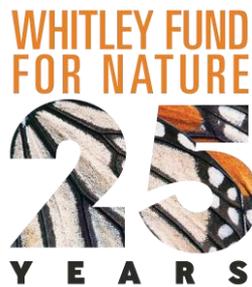
Our funding is raised each year, mainly from family foundations and trusts, as well as from individuals, corporates and international NGOs. WFN is governed by a committed trustee board. Our small team is dynamic, hard-working and strives to go above and beyond expectations. The charity benefits from high profile support from patron, HRH The Princess Royal and Trustee, Sir David Attenborough. 2018 marks WFN's 25<sup>th</sup> Anniversary, providing an opportune moment to highlight the collective impact of our winners, and fundraise to support effective conservation and our strategic vision. To mark the occasion we are excited to be holding a 'Hope Gala' with Sir David Attenborough at the Natural History Museum in November. The Gala will celebrate our winners' achievements over the past 25 years and generate vital support for our conservation programmes as we look to the future.

#### **Position of Office Manager**

WFN seeks a proactive and organised individual to deliver effective office and facilities management. You will be instrumental in ensuring that IT runs smoothly and efficiently, and that the team has effective support. This varied position offers the successful candidate a key role at WFN, responsible for running and improving the charity's systems and database. The OM regularly assists in helping organise exciting events, such as our Annual Whitley Awards Ceremony and supports the team across online communications where required. If you are an organised and IT competent individual who is looking for an opportunity to contribute to a high impact charity that supports grassroots conservation, then this is the position for you.

#### **The team**

The Director of WFN (3 days/wk) is responsible for delivering the charity's mission and strategic aims, governance, and the development of new major fundraising partnerships. The Deputy Director (5 days/wk) oversees charity operations and team management, and is head of conservation programmes (Whitley Awards & Continuation Funding). They lead delivery of the annual Whitley Awards Ceremony and are responsible for PR/Communications. The Donor Manager (5 days/wk) is responsible for major donor liaison and reporting, developing new proposals for funding, and holds a key role in organising fundraising events/Galas, working closely with the Director on fundraising. The Grants Manager (5 days/ wk) supports the Deputy Director across WFN's grants programmes, leading on the administration and management of applications, monitoring of active grants and development of our winner network. They support



the team across events and winner communications. The Office Manager (3-4 days/wk) is responsible for day-to-day office and facilities management, database administration and development, I.T., team support, assisting with event organisation and logistics, and supporting online communications. The Finance Manager (1.5 days/wk) manages the charity's budget, finances and payments (grants/suppliers).

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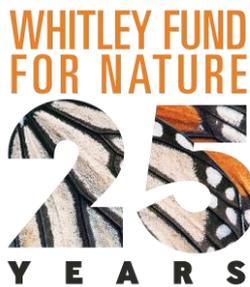
### **OFFICE / FACILITIES MANAGEMENT**

#### **General**

- Ensuring the main phone line is always covered and promptly answered.
- Meeting and greeting visitors.
- Maintaining the overall appearance of the office and reception area.
- Liaising/ negotiating with suppliers and ordering office supplies, re-ordering (at lowest cost) at appropriate times to prevent "stock-outs" (e.g. stationery, merchandising, tea, milk, cleaning materials etc.).
- Selection/maintenance of office cleaner, communicating specific tasks required, maintaining high standard of cleaning, changing supplier where necessary.
- Set up and maintain administrative processes at the office, ensuring team compliance, and troubleshooting any arising issue in a timely manner (e.g. lock up policy, Health and Safety, fire precautions, kitchen cleanliness, office repair, including dishwasher, vacuum etc.).
- Act as the charity's nominated fire officer (training will be offered if required).
- Act with service companies and landlord to maintain office facilities and utilities. Put in place optimal processes across WFN operations (e.g. environmentally sensitive processes like paper recycling, ensuring appropriate disposal of confidential information) and ensure team compliance. First point of contact for building and maintenance issues, e.g. cleaning, electrics, plumbing, and repairs.

#### **Database Management (Salesforce platform)**

- Lead development of the database to best serve the needs of the team and deliver up-to-date accurate donor and grantee information, including but not limited to, more efficient use of the database, data retrieval and generation of regular reports, accurate data input, integration of Salesforce tools, such as automatic winner (grantee) report email reminders, into team working patterns. With team, identify gaps in data and processes and develop work plan to address.
- Provide day-to-day support to the team on basic Salesforce operational and technical issues. Liaise with Salesforce developer, Westbrook, to request and receive external support regarding fixes and refinements where we cannot perform them internally.
- Data input and report creation, which may include:
  - Working with the Finance Manager, ensuring all donations (from major to smaller donors) are recorded in Salesforce.
  - Maintaining database contact information (grantees, donors, suppliers), with regular pushes to complete missing data (email, addresses, telephone etc.).



- Maintaining up-to-date grant-giving information and grant status data.
- Provide donor data reports for Director, and trustees on request.
- Responsibility for leading database management:
  - Regular cleaning of historic data.
  - Ensuring data is protected/ managed appropriately in compliance with the General Data Protection Regulation (GDPR), and championing this within the team.
  - Lead relationship with supplier of online payment gateway, currently Asperato.

### **General I.T. support**

- First point of call for all technical problems with computers, printers, internet, server, phones, etc.
- Liaise with suppliers to resolve issues.
- Arrange set-up of new staff on computers and e-mail addresses.
- Manage allocation of IT equipment.
- Maintain back-up, storage and retrieval of WFN data, including both our server and created data (e.g. winner films, photographs and footage).
- Liaise with external IT supplier when required for system fixes, upgrades, etc. (currently Snake Eyes computers), ensuring value for money.
- Maintain cloud storage media archive (Google Photos), ensuring all new footage/photos are uploaded, organised, and named.
- Report back to the Deputy Director regularly, briefing him/her on major issues, including necessary upgrades having researched the related costs, so he/she has the right information to ensure our IT is fit for the needs of the organisation into the future.

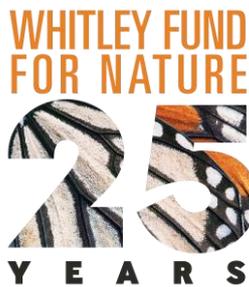
## **TEAM ADMINISTRATION AND SUPPORT**

### **General**

- Minute taking of weekly team meeting, reporting back on points as appropriate.
- Managing the team diary, helping organise meetings and away days, booking taxis, restaurants, etc.
- Arranging team travel, visas and accommodation, hospitality for winners/donors, coordinating briefings for trips/events.
- Find and organise volunteers throughout the year to assist with specific tasks, as needed.
- Conference call organising.
- Drafting/copying/posting/filing correspondence when required.
- Reviewing and dealing with general email enquiries (info@ inbox).
- Supervising answering machine and dealing promptly with messages.

### **Whitley Awards Ceremony (Nov-May annually)**

- Invitation management - Prepare invitation list in Salesforce for annual Awards Ceremony based on criteria set by the Donor Manager. Issue after review by the Trustees and team. Accurately record responses in Salesforce (including campaign and member status, household, contact and donations).



- Assist the team in planning and delivery of the Awards Ceremony and other associated events during the Whitley Awards week. Main activities will likely include:
  - Winner logistics (travel costs, visas, hotel accommodation, schedules)
  - Event logistics (venue hire, catering, trophies, flowers)
  - Contributing content for the Ceremony booklet and event communications
- Prior to the event, prepare and print final Ceremony guest list (those who accept invitation to attend) from campaign data in Salesforce.
- Liaise with Friends Committee and organise Ceremony volunteers to monitor and record attendees on the night. Post event, update Salesforce with a complete record of those who attended Ceremony.
- Support in the organisation of events as required during the Awards week.
- After the Ceremony, assist with uploading content to the website including press releases, photographs, film and film highlights.

#### **Other Fundraising Events (Non- Ceremony)**

- Issue invitations for, and accurately record attendance at, autumn and other Friends' events and assist, as necessary, in their delivery.
- Assist as necessary with the organisation of donor dinners and other fundraising events usually held in the autumn.
- Assist as necessary with the organisation of fundraising Galas.

### **DONOR DATA SUPPORT**

#### **Donor Relationship Management**

- Advise the Donor Manager on any incoming donations.
- Accurately update database on related Friends data, including contact, donation and event data (e.g. to whom invitations sent, resultant donations, whether thanked, attendance data, address, household, Gift Aid status, wish to remain anon etc.).
- Support the Donor Manager with entry of Major Donor data into the database where required.
- Assist as requested with Major Donor reports e.g. proof reading, printing, postage.
- Assist as requested with letters to Friends e.g. preparation, printing, postage.

#### **Website**

- Assist with creation, upload and edits to WFN's website as required.

### **OTHER RESPONSIBILITIES**

- Budget - Follow the charity's financial procedures, negotiate and agree terms with the suppliers of all activities delegated to your post (as agreed at the annual budget meeting) and ensure the costs of the activities do not exceed the budgeted level without appropriate authority.
- Other duties as may be requested by the DM, Deputy Director or Director from time to time. This job description is not exhaustive and may evolve.