



## **CUSTOMER SERVICE AND OFFICE MANAGER**

**Up to £25,000 (dependent on knowledge and skills)**

**Office based role in Newark**

**Full Time 35 Hours Per Week**

**Permanent**

The Wildlife Trusts is a grassroots movement of people from a wide range of backgrounds and all walks of life, who share a set of common beliefs. It has more than of 850,000 members, including 200,000 junior members, 38,000 volunteers and 2,800 staff across the UK. Each of the 46 independent Wildlife Trusts has been formed by groups of active and motivated people getting together to make a positive difference to wildlife and future generations, starting where they live and work. We work in every part of the UK, on Alderney and the Isle of Man.

The movement's central charity, the Royal Society of Wildlife Trusts (RSWT) leads the development of the movement and works to build trust and to represent the interests of the movement whenever a strong united voice is required. Together, the 46 Trusts and the central charity are known as The Wildlife Trusts.

This is a time of immense change when the laws protecting our environment and wildlife are at risk. People across society are suffering more than ever from lack of access to, and connection with, nature. We are currently in the process of finalising a new ten year strategy where we will (hopefully) be adopting a bold goal that, by 2030, nature will be in recovery with abundant and diverse wildlife everywhere, and that natural processes will be creating wilder landscapes where people and nature thrive.

For this to happen, the central charity (RSWT) needs someone to bring together and facilitate a culture of best practice within the office of The Wildlife Trusts. This will include raising awareness of health and safety practices, the smooth running of the RSWT office, along with reviewing and managing contracts for maintenance, cleaning and shredding services. You will also oversee reception to ensure we are delivering a professional and friendly service to our clients and customers. You will also be required to co-ordinate and review existing administrative processes with a view to improving and streamlining these.

We are looking for someone with enthusiasm and drive, and substantial experience of office administrator responsibilities, systems, and procedures with a proven track record of being able to multitask effectively. Experience of office administration within the NGO sector is desirable but not essential. This is an amazing opportunity for an innovative, capable, and passionate person who understands both nature and people.

You will need to enjoy working in a fast-paced environment, be organised and resourceful and have an eye for written detail as well as excellent influencing skills, ability to remain calm under pressure and excellent interpersonal skills. You will be part of a tight and dedicated central team. You will need to have excellent collaboration to achieve our new and exciting vision.

We want our people to be as diverse as nature, so we particularly encourage applications from people who are underrepresented within our sector, including people from minority ethnic backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.



As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

**Closing Date:** 9 May 2021  
**First Interview:** 17 May 2021



# CUSTOMER SERVICE AND OFFICE MANAGER JOB DESCRIPTION

## IDENTIFICATION OF JOB

<b>Team:</b>	Operations
<b>Working Base:</b>	Office based role in Newark
<b>Responsible to:</b>	Head of Operations
<b>Responsible for:</b>	Customer Services Assistant

## OVERALL PURPOSE OF JOB

The Customer Service and Office Manager will be responsible for a range of duties, including looking after office contracts (not limited to: cleaning, shredding, office maintenance), health and safety co-ordination for RSWT, responding to emails, answering the telephone and supervision of reception. You will also be reviewing and setting up administrative and customer service processes. expected to perform high level administrative duties for the organisation.

## MAIN RESPONSIBILITIES

### Responsibilities

- To liaise with and greet customers and guests
- To update and monitor our CRM data base with new starters, leavers and any changes
- To extract accurate information and reports from databases
- To set up new administration and customer service processes and change existing processes when needed
- To take course bookings and set up meetings
- To take accurate minutes of meetings and distribute appropriately
- To help with the planning and delivery of events, eg AGM
- To be the point of contact for matters relating to health and safety and management of the office environment
- To cover the work of admin/reception colleagues when required
- Manage the setup of Users on the organisations Intranet
- To operate at all times within GDPR policies and procedures
- Manage and answer switchboard calls.
- Providing administrative support including general office admin, meeting rooms, overseeing office equipment, co-ordinating with providers, liaising with suppliers, facilities and budget management.
- Overseeing the reception and assisting with Wildlife Trust wide queries from stakeholders and clients.
- Managing and responding to high volumes of email enquiries into the office inbox.
- Logging and recording of any information from inbox and phone calls onto the CRM system.
- Providing communications to the public, staff, volunteers and Trusts.



There may be occasional travel in the UK.

In order for the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.

**All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.**

## CUSTOMER SERVICE AND OFFICE MANAGER PERSON SPECIFICATION



### Personal Qualities

- Self-starter with ability to work with limited direction
- Excellent organisational skills, ability to think ahead and anticipate needs
- Ability to handle sensitive information confidentially
- Ability to remain calm under pressure
- Have excellent written, verbal and interpersonal skills, and be able to communicate well with people at all levels
- Be able to deal with issues effectively and find solutions to problems using own initiative
- Be flexible and adaptable to changing projects and systems
- Be highly organised and manage time efficiently
- Have attention to detail especially when under pressure.
- Be able to prioritise tasks
- Work well within a team, as well as independently
- Understand confidentiality, consent, and GDPR
- Have a good work ethic

### Experience

#### Essential

- Substantial experience in office administration including reception, with proven experience of being able to multitask effectively and having attention to detail and accuracy in this position
- A strong understanding of Customer Service principles
- Knowledge of office administrator responsibilities, systems, and procedures
- Proven experience of setting up and reviewing administrative processes
- Knowledge of Health and Safety practices
- Working effectively as part of a team and supporting others to achieve a joint goal
- Experience of managing relationships with a diverse range of stakeholders and/or partners

#### Desirable

- Supervision of Staff
- Experience within the NGO sector
- Ability to enter and manipulate data accurately on a database for monitoring and reports
- Experience of innovative thinking and ability to develop and deliver ideas within specific timeframes
- Relevant First Aid and Fire Warden certification would be beneficial. Training can be provided



## **Knowledge**

### **Essential**

- Adapting communication styles to suit a range of audiences or stakeholders
- Excellent IT skills and knowledge with working knowledge of Microsoft office
- Ability to recognise and respond swiftly to problems and opportunities
- Be public facing and provide excellent customer service.

### **Desirable**

- Ability to update websites and have some social media skills
- IOSH Managing Safely
- Knowledge and interest of Wildlife

## **Key Skills**

### **Essential**

- Organisation skills
- Ability to research, innovate, create, and implement new ideas
- Ability to manage multiple priorities

### **Desirable**

- Ability to problem-solve when under time pressure