

Practice & Office Manager

We'd love you to join us in transforming the work of value-driven organisations

Thank you for getting as far as this. If you've downloaded the role profile we guess you must be serious about applying for the job we've advertised. We'd love you to join us in our mission to transform the performance of ethically-driven organisations worldwide.



The attached role profile gives you a formal sense of what we're looking for in one specific part of our expanding, socially committed business. For more information about =mc's mission, vision, and values visit www.managementcentre.co.uk/pages/mission_vision_values.html

About =mc & our customers

We're clear the very best thing about =mc is the kind of people you get to work with. We offer the chance to work with some of the UK's most exciting and challenging organisations. This includes high profile charities like the British Red Cross, Fairtrade Foundation and Alzheimer's Society. We're also proud to help improve the work of many public bodies from Canterbury City Council to the BBC and the London Olympics. Internationally we work with many leading INGOs from UNICEF to Concern Worldwide and UNHCR to Amnesty International. Finally, we also work with cultural organisations such as Imperial War Museum, Tate and National Trust for Scotland.

=mc is currently a team of 20 people in the UK, making us the largest consultancy for ethically driven organisations in Europe. And we plan to grow, despite the recession, in response to continuing customer demand.

Part of our growth is international. We have partner companies in the USA, Brazil, Mexico, Asia, Australasia and the Middle East. Visit www.managementcentre.com for more information.

Our current structure and how you'd fit in



To enjoy working here you'll have to be comfortable in a fast moving, innovative organisation, where individual responsibility for results is high. We work in four teams: Learning & Development, Management Consultancy, Fundraising Consultancy and Marketing & Programmes (MPT) – where the Practice & Office Manager role sits. The MPT is essential to the smooth running of the organisation and the Practice & Office Manager plays a core role in their responsibility for both external and internal customer service.

How to apply and our recruitment process

We are currently recruiting for a number of jobs so please make it clear which job(s) you are applying for. Please also read the job descriptions and background information. You will find it helpful to refer to the general information on applications at:

<http://www.managementcentre.co.uk/careers>

Note we only consider applications which demonstrate you're committed to working with us specifically – and that you 'get' the customer focus emphasis! Please don't send in a generalised CV.

To apply you need to send two things:

- a CV highlighting your relevant transferable experience from your current setting
- a covering letter explaining why you want to join the =mc team and how you would add value to our work

Please email your CV and covering letter to careers@managementcentre.co.uk putting the job title in the subject line.

We prefer to receive applications by email.

If you are unable to email your application, please post it to:

The Management Centre
117 Gauden Road
London
SW4 6LE

Or fax it to: +44 (0) 20 7978 2125

Please include an email address and daytime phone/mobile number.

The deadline for applications is 3.00pm on Monday 27 September 2010.

Process

If your application is successful, we'll reply by email or phone. Sorry but we can't offer individual feedback to unsuccessful candidates at application stage.

If we do contact you, it will be to invite you to a group interview to help identify your skills and abilities in groups. We will be holding group interviews on **Monday 4** and **Tuesday 5 October**.

If you are successful in the group interview you will then be invited to a second – individual – interview about a week later.

JOB DESCRIPTION

Job Title:	Practice & Office Manager
Hours:	9.00am-5.30pm Monday to Friday
Salary:	£27,500-£32,500 a year, plus discretionary annual, profit-related bonus after first year
Probationary Period:	Six months from appointment
Period of notice:	One week either side during probationary period, then eight weeks either side once confirmed in post
Responsible to:	Directors
Responsible for:	Managing the Marketing & Programme Team (3 people) and occasional part-time admin staff
Holidays:	25 days per year (five days to be taken during Christmas period) plus public holidays
Overall Purpose:	to be the 'glue' at the centre of =mc: to manage the Marketing & Programme Team; ensure the smooth, effective and profitable running of =mc; to oversee the office systems; and to produce <i>outstanding</i> service for both internal and external customers

RESPONSIBILITIES

Major:

- to act as a coordinating point for all parts of the business and ensure they are aligned with overall direction
- to manage the work programme of the Marketing & Programme Team and ensure it is aligned with business needs
- to oversee the online sales for open programmes – and ensure they deliver results
- to liaise with trainers and consultants to ensure internal and external customers receive consistent and excellent service
- to take responsibility for ensuring high quality day-to-day administration and management of the office

Specifically:

Marketing & Programme Team Management (3 people + part time and outsourced)

- to coordinate and manage the work of the Marketing and Programme Team
- to ensure the quality of outbound communications from =mc
- to help the team achieve results through formal supervision
- to ensure all members are trained and confident in their work

Managing Finance

- to manage the central office and public training programmes annual budgets
- to oversee the invoicing, expenses and banking processes
- to work with the Finance Director to ensure value for money and profitability

Working effectively with customers and suppliers

- to work with Directors and Principals to manage in-house training and consultancy customer enquiries through to contract and feedback
- to oversee and ensure all aspects of training programme fulfilment
- to ensure any customer concerns are dealt with promptly
- to manage positive relationships with suppliers and key account customers

Managing the office and its systems

- to oversee the security, maintenance and fabric of the office
- to ensure smooth communications between all parts of the business
- to ensure any changes to office systems are documented and communicated
- to maintain holiday, absence, and sickness records
- to ensure the IT network is regularly checked, 'cleaned', and backed up
- to ensure staff are trained to use different software, as necessary

This job description is reviewed annually, and with the Key Result Areas and associated performance objectives will form part of any bonus calculation. It's not intended to be an exhaustive list of duties, but a guide to broad work areas.

KEY RESULT AREAS

The extent to which...

- =mc gets *good value* in supplies and services
- *internal customers are satisfied* with their service
- *external customers are satisfied* with their service
- written and electronic material leaving the office is of a *consistently high quality*
- there are *transparent and systematic office systems*
- colleagues report *understanding and awareness* of =mc systems

PERSON SPECIFICATION

Practice and Office Manager

	Essential	Desirable
Previous Experience & Knowledge	<ul style="list-style-type: none"> ● Experience in managing office systems ● 2 years office management experience ● 1-2 years line-management experience ● Managing budgets ● Maintaining a client database ● Excellent knowledge and use of MS Word and Excel ● Working with and managing suppliers 	<ul style="list-style-type: none"> ● Working in public/voluntary sectors and/or in training/consultancy ● Working in a growing organisation ● Using Macintosh computers ● Experience of setting up effective office systems in response to internal and external customer needs
Skills	<ul style="list-style-type: none"> ● Strong attention to detail ● Strong organising skills ● Ability to meet deadlines ● Ability to prioritise workload ● Ability to mediate between conflicting deadlines ● A methodical and systematic approach to work and office systems ● Ability to deal with customers and staff in an effective, efficient and friendly manner 	
Attitudes	<ul style="list-style-type: none"> ● Commitment to excellent customer care ● Commitment to work as a member of a team ● Flexible and positive approach to work ● Willingness to be trained in other skills and new technology ● Commitment to personal development ● Keen to take appropriate responsibility 	<ul style="list-style-type: none"> ● Willingness to use initiative ● Actively seeks to identify and resolve potential future challenges