



CommsConsult Ltd.
Tremough Innovation Centre
Penryn, Cornwall, TR10 9TA
Tel: +44 (0) 1326 313133
Email: info@commsconsult.org

COMMSCONSULT JOB DESCRIPTION

HOURS	4 hours, 5 days each week 10 – 2pm (20 hours per week)
POSITION	Office Manager
LOCATION	CommsConsult, Tremough Innovation Centre, Penryn TR10 9TA
SALARY	£18,000-£20,000 pa dependent on experience, pro rata for 20 hours
HOLIDAYS	33 days (including bank/public holidays) pro rata

Job Purpose

The primary responsibility of this role is to ensure that all administrative, personnel and IT services are effectively managed and maintained in order to meet legislative requirements and support the organisation's operational accountabilities. The post holder will work to make more efficient and effective use of resources to further the objectives of the company.

Main Duties and Responsibilities:

OFFICE MANAGEMENT AND ADMINISTRATION

- Purchase office supplies including stationery, refreshments and cleaning products.
- Ensure effective internal communications, manage voicemail and general emails.
- Manage the filing, storage and security of personnel and project documents.
- Responsible for booking travel (UK and International) for staff and ensuring they have the relevant documentation including Visas and letters of invitation including travel risk assessments.
- Maintain the company insurances.
- To be the CommsConsult Health & Safety representative and ensure compliance.
- Understand the implications of the Data Protection act to ensure the confidentiality of records and information is maintained.
- Contract Management – collating and administering client contracts, checking for deliverables and invoice scheduling requirements.
- Liaise with outsourced finance service to ensure accurate and timely invoicing and payments.

PERSONNEL

- Collating staff timesheets and reporting on results.
- Admin support for Annual Staff Reviews.
- Keeping up-to-date and advising Director on personnel procedures and legislation (in partnership with Sapience HR external consultants).
- Identifying and securing appropriate training courses to meet staff needs.
- Assisting staff around compliance with Staff Handbook.
- Managing apprentice (four days each week).

IT AND KNOWLEDGE MANAGEMENT

- Upkeep of hardware including: electrical PAT testing, desks, computers, printer, telephone system and managing the repair and maintenance of the equipment.



- Manage IT support where necessary so that all staff can and are using hardware and software to maximum effectiveness to deliver for clients.
- Upkeep and maintenance of internal knowledge management systems (currently using Google Drive/Docs and Google Site and Dropbox) and ensuring/assisting staff understand virtual systems and carry out their duties to refresh project sites.
- Updating CommsConsult Knowledge Management platforms (Google Site, Dropbox) with company procedures and practices necessary for the organisation's smart working.
- Maintenance of CommsConsult contact and consultant databases.
- Despatching client satisfaction surveys on completion of contracts, analyzing and harvesting testimonies for website and KM.

REQUIRED EXPERIENCE AND QUALIFICATIONS

Essential

- Business Administration Level 3 or equivalent (if not business admin then European certificate/IT).
- Significant previous experience at senior level in office for at least three years.
- Excellent supervisory and time management skills.
- Highly computer literate in all Microsoft office applications (e.g. Word, Outlook, Excel).
- Experience of managing and maintaining database systems.
- Excellent oral and written communication skills and strong inter-personal skills.
- Experience of managing external contracts/liasing with suppliers.
- Ability to write clear, concise minutes and reports.
- Experience of working within a small team and prioritising own workload.
- Interest in and commitment to International Development and the aims of CommsConsult.

Desirable

- Knowledge of Google suite of knowledge management platforms (Google Site, google docs etc.).
- Experience of using computerised accounting programs, preparing financial statements and reports.
- Experience of international transactions.
- Audio experience.
- Event management/coordination projects.
- Project planning.
- Health and safety qualification or experience.

Personal Qualities

- Excellent time keeping, reliability and personal organisation skills.
- Outgoing with excellent interpersonal skills, with a track record of building excellent relationships.
- Able to represent the company in a professional manner that is appropriate to the audience.
- Flexible and able to adapt to changing work priorities at short notice, take on the ideas of others and adapt own way of working.



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- Systematic; enjoys administrative work and making systems work for others.
- A problem solver.
- Confident when working on own initiative.
- Ability to cope calmly under pressure.
- Able to handle complex administrative tasks speedily and effectively.
- Excellent people manager.
- Good at multi-tasking.
- Confident, personable, with the ability to work with people of different positions of authority and across cultures in a way that is appropriate and professional.