



## Office and Operations Manager – Person Specification

<i>Areas of requirement</i>	<i>Essential</i>	<i>Desirable</i>	<i>Evidence</i>
<i>Education, training and qualifications</i>	<ul style="list-style-type: none"> <li>GCSE English and Maths at Grade C or above (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>Financial Qualifications</li> </ul>	Application form and certificates
<i>Experience</i>	<ul style="list-style-type: none"> <li>Experience of budgeting and financial management</li> <li>Experience of providing high quality admin support</li> <li>Experience of using IT/Cloud-based finance packages</li> <li>Experience of working in fast-paced environments and meeting deadlines</li> <li>Experience of managing and prioritising multiple projects in a workload</li> <li>Experience of handling confidential information and data</li> <li>Experience of organising and delivering large scale events</li> <li>Experience of health and safety in the workplace and associated admin tasks</li> </ul>	<ul style="list-style-type: none"> <li>Experience of QuickBooks accounting package</li> <li>Experience of using Cloud-based databases</li> <li>Experience of website design and maintenance</li> <li>Experience of using MailChimp</li> <li>Experience of dealing with insurance brokers, utility companies and leasing of items e.g. photocopiers</li> <li>Experience of working in residential centre settings</li> <li>Experience of working with children and young people in a school and/or residential setting</li> <li>Experience of funding bids/applications</li> <li>Experience of online booking systems</li> <li>Experience of policy writing in a charity context</li> <li>Experience of marketing, advertising including effective use of social media</li> <li>Experience of writing and maintaining policies</li> </ul>	Application form and references
<i>Skills, Knowledge and Understanding</i>	<ul style="list-style-type: none"> <li>Competent user of relevant software e.g MS Office 365</li> <li>Strong and effective communication skills in written and verbal format</li> <li>Ability to work under pressure and excellent time management skills</li> <li>Strong organisational skills</li> <li>A strong team player but also capable of working alone</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of Charity Commission expectations for annual reporting and filing</li> <li>Ability to deliver IT solutions e.g. computer networking/laptop repairs</li> </ul>	Application form, references and interview
<i>Dispositions and Attributes</i>	<ul style="list-style-type: none"> <li>Meeting the CYM team values of being ‘joyful, creative, generous and collaborative’</li> <li>A positive presence in our office</li> <li>Flexible and adaptable</li> <li>Calm and professional</li> <li>A willingness and desire to attend further professional development opportunities</li> </ul>	<ul style="list-style-type: none"> <li>A strong ‘networker’</li> </ul>	Interview and references