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Job Description

Office Manager

Reporting to:	Head of Operations & Development (HOD)
Responsible for:	Occasional contractors & volunteers
Hours:	21 per week, flexible, with core hours
Place of Work:	The Trellis office, Perth.

Context

Trellis is the national charity for therapeutic horticulture. We support over 480 therapeutic gardening projects nationwide, which in turn support more than 12,000 people each week. We provide an Information Service, site visits, good practice exchange, training, a website and annual conference/seminar series and we raise the profile of therapeutic horticulture.

Job Purpose:

To support therapeutic gardening projects in Scotland by:

1. Providing administrative support to our small team of staff and freelance fieldworkers
2. Managing the Trellis office and ensuring the smooth running of all the organisation's administrative systems including meeting regulatory obligations.
3. Coordinate Trellis events including the conference/seminar series, AGM and board meetings.

Responsibilities and main tasks

General:

- Ensure the efficient running of the Trellis office premises and support services by administering the systems and supplies that the staff, board and network rely on.
- Provide a friendly first point of contact for phone, email and mail enquiries and visitors.
- Provide information to the public and our network about Trellis services and pass on enquiries to the relevant members of staff.
- Provide support with IT systems, administrative tasks, suppliers and data to enable staff, directors, patrons and volunteers to perform their roles, e.g. Microsoft Office - specifically Outlook, Excel – and our database, Civi CRM.

Office Management c 25%:

- Manage liaison with landlord and any suppliers/contractors.
- Receive deliveries, post and visitors.
- Liaise with landlord regarding property matters, meeting room rental, etc.
- Order and check levels of supplies to ensure all staff have what they need for work
- Support remote workers with basic IT, data and stationery questions and supplies.
- Help improve office systems including filing and back up regimes.

- Keep an up to date overview of insurance cover, safety drills, checks and procedures, records and notices for mandatory display, to help Trellis ensure compliance with all relevant guidance and legislation.
- Assist in review of service providers and supplier contracts to ensure quality of service and value for money e.g. IT services.
- Support recruitment and induction of volunteers and staff in association with the Head of Development and other staff
- Assist in review and update of policies, procedures and dissemination to staff team.
- Electrical Testing (PAT)

Financial – c20%:

- Maintain, and improve where required, adequate financial management systems and documentation.
- Maintain the financial records, alerting colleagues to any anomalies. Balance monthly cashflow and cross reference with bank account.
- Maintain records for all office and staff expenses and fundraising.
- Pay creditors, reimburse staff and fieldworker expenses and maintain secure records.
- Prepare, issue and track invoices and keep orderly records.
- Track expected payments and follow up late and non-payment cases.
- Assist in providing regular budget reports and forecasts for funders, board and staff making funding applications
- Liaise with the Treasurer and provide budgetary updates monthly and for Board meetings.
- Work with the examiner to provide year end accounts information.
- Perform day to day banking transactions – Worldpay, Paypal/web shop, Virgin Money Giving and in the local branch/PO as appropriate
- Check payroll figures and arrange salary payments.
- Coordinate Trellis pension arrangements and keep payments up to date.
- Fulfil orders for books and training packs in the web shop and maintain stock records.

Events – c 15%:

- Help to plan and take the lead in administering, the Trellis Annual Conference/online Seminar Series AGM, board meetings
- Assist in administering and coordinating the annual programme of events including advertising, taking bookings (via Civi CRM), online production/broadcast (via Zoom) and logistical aspects (e.g. online/in person Network meetings and training sessions)

Information Management – c30%:

- Keep records/database entries up to date in Civi CRM. Manage incoming and existing information and maintain confidentiality as appropriate.
- Track contacts from enquirers, funders, regulators, supporters and other contact history
- Work with the HOD to ensure Trellis records and procedures keep pace with relevant legislation on Charity accounting, data protection, employment and health and safety law.
- Manage the Outlook inbox for the main charity email account
- Prepare/provide information for website content, team reviews of support services, board/funder reports and publications as appropriate.

- Keep relevant records of staff, freelancers, volunteers up to date (inc next of kin, address info, payroll, absence, and other data) for personnel purposes, legal, tax and other requirements.
- Contribute to our website updates, social media and online content and activity
- Assist in the preparation of reports, minutes and other documents and records for Board Meetings, funders and regulators.
- Assist in creating promotional fliers for events, income generation and profile raising
- In collaboration with the Digital Support Officer, ensure regular back up of all website data, CiviCRM, Outlook accounts and Dropbox files

Membership c 10%:

- Maintain, promote and develop the membership scheme
- Liaise with members about their current membership status and payments
- Welcome new members and administer their subscriptions.
- Promote Membership scheme

Other:

- Work effectively and considerately with other employees and volunteers to promote the aims and objectives of Trellis and present a positive image to our network and the public
- Take responsibility for your own safety and ensure that colleagues and visitors are not exposed to danger
- Abide by Trellis policies and endeavour to follow good working practice at all times
- Undertake appropriate training as agreed with your line manager
- Undertake such other duties as requested by your line manager which may be necessary to ensure the continuing and effective operation of Trellis or the needs of projects.

Summary information:

Salary:	£21,229, <i>pro rata</i> (for 21 hours i.e. 0.6 of FTE (35 hour) rate).
Pension:	Optional contributory pension scheme
Holiday:	25 days annual leave, <i>pro rata</i> plus 10 public holidays, <i>pro rata</i>
Location:	This post will be office-based with work from home and occasional travel within Scotland as appropriate.
Hours:	Part time, 3 days/week (21 hours).
Support:	Regular supervision sessions and an annual appraisal with your line manager to ensure progress towards objectives.