

## Information and Office Coordinator, Wildlife and Countryside Link

Salary	£20,000 – 23,000 pa, depending on experience (pro rata)
Hours	22.5 hours per week
Terms	Maternity cover: six months, with possible extension
Holidays	25 days plus 8 public holidays per annum (pro rata)
Location/address	89 Albert Embankment, Vauxhall, London, SE1 7TP
Reporting to	Director
Responsible for	IT consultants, contractors, office volunteers

### **Introduction**

Wildlife and Countryside Link (Link) is the leading umbrella body of the environmental not-for-profit sector. Link has over 40 member organisations and more than 30 years experience of bringing together experts in the conservation field. Main activities include the development and promotion of common policies on issues ranging from farming and rural development to the marine environment to international whaling policy.

Following this recruitment, Link will have three full time and two part-time members of staff: the Director, the Marine Policy and Campaigns Coordinator, two Policy and Campaigns Coordinators and the Information and Office Coordinator. The Director manages all four Coordinators and is responsible for the day-to-day running of Link. The democratically elected Board of Trustees oversee Link's governance and are drawn from Link member organisations.

The Information and Office Coordinator (IOC) is a key role that involves communicating regularly with our members and the other individuals and organisations with whom we work. The IOC manages our use of information and communications technology as well as office management and general administration. A key part of the role is to carry out financial accounting, including monitoring budgets and preparing reports for the Director and Trustees.

The work of Link depends upon good communication between our small team and our many members. The IOC is instrumental in ensuring that information is circulated to the right people at the right time. We work primarily through e-mail and web based communications systems, so the IOC needs to be familiar with Microsoft Office and able to learn to use new software. The IOC is responsible for overseeing the operation of our local area network, and should be able to solve small IT problems whilst liaising with our IT support provider to address any major problems. In addition, the IOC is responsible for ensuring that Link's website is up-to-date at all times, through the use of a content management system.

The IOC reports to the Director, who is responsible for day-to-day operations within Link. You will need to be able to plan and manage a demanding and very varied workload including supporting the Director and the Policy and Campaigns Coordinators. The IOC assists with the compilation of many reports for the Board of Trustees and works closely with the Treasurer on the financial accounts. From time to time the IOC may be asked to help facilitate Link's policy work.

### **Main Responsibilities**

#### **1. Information Provision and Reporting**

- ➔ Produce and disseminate monthly e-bulletins, quarterly and annual reports.
- ➔ Proactively seek and distribute news and information from a wide variety of electronic and printed sources of relevance to the Secretariat and membership, for circulation via distribution lists.

- ➔ Manage information flow to and from the Secretariat, Link members and external audiences.
- ➔ Develop and maintain Link's website as an up to date source of information available to the public and as a resource for Link members.
- ➔ Manage Link's social media packages including Twitter and Flickr.

## **2. Contact and Data Management**

- ➔ Develop and maintain our extensive central contacts and library databases.
- ➔ Develop and maintain the central calendar of events, contacts database, meetings diary and other information resources (Microsoft Outlook).
- ➔ Manage electronic filing and archiving.
- ➔ Actively ensure key contacts within Link members and elsewhere are aware of Link activities.

## **3. Office Management and Administration**

- ➔ Ensure the best possible working environment for all staff, including management of office systems and supplies, accounts, third-party liaison and voluntary staff.
- ➔ Maintain and manage the administration of office systems, including both paper and electronic filing systems.
- ➔ Oversee, in liaison with the Director, recruitment, induction and management of Link volunteers, and temporary/permanent staff when required.
- ➔ Maintain stocks of office materials.
- ➔ Ensure that office contracts and policies are kept up to date, such as Link's insurance.
- ➔ Book-keeping - maintain basic financial records of income and expenditure (in Excel), reconcile bank accounts each month, pay invoices and submit relevant tax forms.
- ➔ Develop and closely monitor restricted and unrestricted fund budgets, in conjunction with the Director and Treasurer.
- ➔ Liaise with Link's Independent Examiner to help produce the annual financial report.
- ➔ Process grant claims and new member applications.
- ➔ Administer the collection of subscriptions from Link members.
- ➔ Liaise with new and potential members about subscription fees and Link activities.
- ➔ Produce and compile papers, including financial reports, for Board of Trustees meetings, organise the meetings, take the minutes and liaise with the Director and Trustees.
- ➔ Provide event management support, for example for Link's Annual General Meeting.

## **4. IT Management and Support**

- ➔ Management/network administration of small server based network of PCs (Microsoft Small Business Server - based on Windows NT), including archiving, backups and security
- ➔ Provide hands-on responsive support for troubleshooting and addressing urgent queries related to the use of the systems, as well as technical requests (for example, scanning documents, maintaining printers).
- ➔ Ad Hoc staff IT training on hardware, software and systems use.

## **5. Systems Maintenance**

- ➔ Oversee all other office equipment and services including telephones, printers, fax etc.

## **6. Strategic Development**

- ➔ Working with the other members of the Link team, the IOC inputs into the development of Link. You will help the Secretariat coordinate the annual work planning process, which sets the policy focus for the organisation and will play a key role in developing the service that Link provides to its members.

*Link is currently developing a new strategic plan and our priorities are regularly reviewed through a democratic work process.*

## Information and Office Coordinator - Person Specification

Application forms should make **specific reference** to Essential criteria.

Criterion	Standard	Essential/Desirable	How identified
Knowledge	Current environmental issues	Desirable	Application and Interview
	Government and policy making processes	Desirable	Interview
	Knowledge and understanding of Data Protection Act	Desirable	Application and Interview
Qualifications	Any Degree or HND	Essential	Application
	Degree or HND in an environmental subject	Desirable	Application
Skills	Ability to effectively manage a very responsive and demanding workload	Essential	Application and Interview
	Clear written and verbal communication skills	Essential	Application and Interview
	Ability to use spreadsheets and maintain financial records accurately	Essential	Interview/Test
	Confident use of Microsoft Office (Word, Excel, Outlook and Access), Internet browsers, email clients, and Windows (XP)	Essential	Interview/Test
	Good time management and prioritising skills	Essential	Interview
Personal Attributes	Interest in environmental/animal welfare issues	Desirable	Application and Interview
	Ability to work in a team and form productive, supportive & professional relationships with all colleagues and volunteers	Essential	Application and Interview
Experience	At least 3 of the following: <ul style="list-style-type: none"> <li>• Use of Adobe Acrobat</li> <li>• Network administration using Small Business Server</li> <li>• Responsibility for backups, security or archives</li> <li>• Website administration</li> </ul>	Essential	Application and interview/Test
	Experience working in an office environment <i>including</i> non-IT based administrative responsibilities	Essential	Application