



Office Manager/PA

The Association of Town Centre Management (ATCM) is seeking a person to take responsibility for the effective running of its main London office and to provide PA support to the Chief Executive and senior directors as needed. The ATCM is a not-for-profit membership organisation actively promoting the “town centres first” agenda and providing advice and support to urban management practitioners and town and city centre stakeholders to help them regenerate and revitalise our towns and cities.

The post of Office Manager is a new one for the ATCM and follows recent expansion of the company and its activities. Based in Westminster the successful candidate will need to develop effective systems for liaison with staff to ensure that the office is staffed during the working week; for effective liaison and administration with a non-executive elected Board; for advising the senior management on personnel matters and implementing the same; for dealing with incoming enquiries, by phone, mail and email; for ensuring orders and contracts are properly processed and recorded; and work closely with the Chairman, Chief Executive and other directors to ensure that diaries, travel and appointments are arranged and co-ordinated.

Despite being a small team we work extensively across the UK with more than 400 local initiatives as well as with Government and other senior public sector agencies, with property, retail and other significant private sector stakeholders. We have well established international contacts too, making the work challenging, wide-ranging and varied.

ATCM currently has seven full-time staff and contracts out some core services. The number of staff is likely to double in the next few years. As Office Manager/PA you will have the opportunity to play a key part in fashioning and shaping this growth.

Responsibilities

1. Set up, manage and maintain an efficient operation of the office during the whole of the working week through liaison with other staff over issues such as travel, holidays, breaks and so on
2. Ensure that orders and contracts, whether to or by the ATCM, are properly processed, progressed and recorded, maintaining effective liaison with the accounts and membership teams to facilitate this
3. Develop effective systems for dealing with incoming enquiries whether by phone, mail or email in a warm and friendly manner that presents a positive and professional impression of the company and encourages membership growth

4. Create and maintain efficient administration of the office including ensuring stationery and equipment is maintained at appropriate levels
5. Ensure that the office and its equipment comply with the appropriate health and safety at work legislation and that all appropriate records required are properly maintained
6. Advise the Chief Executive and other directors as required on personnel issues and to ensure efficient operation and processing of personnel matters
7. Provide the necessary support and liaison for the elected non-executive Board, including arranging meetings, dispatching papers and agendas, taking and distributing minutes, and administering the holding of our annual elections
8. Provide the necessary support and liaison for the All Party Parliamentary Group on Town Centre Management, including arranging meetings in conjunction with its Chair, dispatching papers and agendas, taking and distributing minutes, administering the holding of annual elections, if required
9. Work closely with the non-executive Chairman, Chief Executive, and other directors to ensure that diaries, travel, appointments and speaking engagements are arranged and co-ordinated, essential tasks prioritised and followed through and that there is seamless working that presents a cohesive image to the outside world
10. Undertake such other tasks as may be necessary for the efficient running of the company and as requested by the Chief Executive, including, but not limited to, assisting with events marketing and organisation, assisting overseas visitors with tour arrangements, and attending meetings on behalf of the ATCM
11. Undertake other unspecified duties on a short-term, temporary basis that are required to support the business and its overall development

Person specification

1. Educated to at least A-level standard or equivalent
2. Clear evidence of strong organisational skills
3. Excellent spoken and written English. Spoken knowledge of Spanish, French, Italian and/or Japanese would be an advantage
4. Self-motivated but able to operate in a close team environment

5. Full familiarity with Microsoft Office and excellent keyboard/IT skills
6. Knowledge and experience of personnel matters and current employment laws and regulations or with interest in developing skills in this area
7. At least 2 years experience of working at a senior level within an organisation of a similar nature and structure to that of the ATCM
8. Good geographic knowledge of UK
9. Interest in or knowledge of town centres or urban policy is an advantage
10. Familiarity with the flexible operating methods of smaller organisations will be seen as beneficial

Reporting

You will be responsible directly to the Chief Executive

Salary, benefits and working hours

The salary for the first year will be in the range of £28,000 - £30,500 depending on experience and will include a performance related element. The successful candidate will be entitled to 23 days holiday per annum on a pro-rata basis as well as the statutory English Bank Holidays

The office hours are from 9.00am until 5.30pm Monday – Friday but as a small organisation we may, on rare occasions, require you to work outside of these hours. Your salary is based on a 37.5 hours working week.