

Job Description - Office Manager

Location: The Fundraising Office, Hamar Centre, Royal Shrewsbury Hospital. With regular travel to our other sites in Telford and Newtown.

Reports to: Chief Operating Officer

Hours: Full Time (37.5 hrs/week) or Part Time (30 hrs/week), typically between 8am–6pm, Monday–Friday. Occasional evenings and weekends required to support key events.

Salary: Circa £30,300 FTE

Main Purpose of the Role

As Office Manager, you will play a central role in the smooth and effective day-to-day running of our office operations. You will manage a small team of staff and volunteers, provide comprehensive administrative support across the organisation, and ensure that our work environment is safe, welcoming, and well-resourced.

This is a hands-on role for a highly organised and proactive individual who thrives on variety, problem-solving, and delivering excellent service to both internal and external stakeholders.

Key Responsibilities

- Oversee the daily function and resourcing of all Lingen Davies offices.
- Ensure that all sites have appropriate staff cover during agreed opening hours.
- Supervise and support the administration team and office-based volunteers
- Ensure all office spaces are safe, clean, and well-maintained
- Manage stock levels, promotional materials, and office supplies within budget
- Organise and coordinate meetings, including Trustee Board papers and minutes
- Identify inefficiencies and implement improvements to office systems
- Ensure compliance with internal policies and standards

Financial and Data Management

- Manage petty cash records, logging of donations, and ensure audit trail is in place for all income received.
- Ensure cash and cheques are prepared accurately for banking and funds are transported securely
- Make certain that supporter records and donation data are accurately captured within the CRM system

- Oversee payments made by fundraising committees, liaising with finance team as appropriate.

Customer Service and Communication

- Be the first point of contact for public enquiries, emails, and telephone calls, delivering a high-quality experience to donors, visitors and volunteers.
- Support community fundraisers with advice and resources
- Receive and receipt donations, ensuring financial procedures are accurately and consistently followed

Event and Volunteer Support

- Have supervisory oversight of volunteers and allocation of tasks for volunteers working in the office
- Ensure the operations team provides high-quality administrative support for fundraising and awareness-raising events
- Represent Lingen Davies at events, cheque presentations, and community activities as required.
- Ensuring all trustee board and sub-committee meetings are scheduled and coordinating the timely distribution of papers for all meetings. Liaising directly with the Senior Management Team and meeting Chairs to ensure all meetings are appropriately supported.

Responsibilities of all staff

- Work collaboratively with colleagues from across the charity to share ideas, contacts, and opportunities. Support charity-wide initiatives and activities as required.
- Represent Lingen Davies at external meetings where relevant
- Build and maintain close relationships with colleagues across Lingen Davies, alerting them to potential health promotion and income generation opportunities and working collaboratively on key initiatives, including major events
- Contribute to a positive working environment, including working collaboratively to overcome operational challenges and improving internal systems.
- Be available for and represent the Lingen Davies Cancer Fund at publicity events, cheque presentations, etc. addressing audiences as appropriate and promoting the charity
- Carry out other tasks that are within the scope, spirit and purpose of the role

Person Specification

Skills and Experience

- Proven experience as an Office Manager or in a similar administrative role
- Excellent organisational skills with the ability to prioritise and manage time effectively
- High standard of written and verbal communication
- Strong interpersonal skills and ability to work with diverse groups of people
- Experience managing staff and/or volunteers
- Proficient in Microsoft Office applications
- Experience in handling sensitive/confidential information
- Experience in processing financial transactions and maintaining accurate records
- Experience working in a charity or the not-for-profit sector (desirable)
- Experience using CRM systems (desirable)
- Experience of working with people affected by serious illness or bereavement (desirable)

Qualifications

- A Level / NVQ Level 3 in business administration or equivalent professional experience

Values and Personal Attributes

- Able to identify priorities and self-organise a busy workload
- Good attention to detail and accuracy of work
- A confident communicator, able to work with people at all levels, including senior managers and board members
- Resourceful and adaptable
- Friendly, positive and professional
- A team player, with a willingness to support the overall activities of the charity
- Commitment to ongoing learning and personal development
- Enthusiastic about the value and contribution of the charity sector in civil society
- A genuine desire to make a positive difference to lives affected by cancer in Shropshire, Telford & Wrekin, and Mid Wales
- A willingness to working within the Lingen Davies Values:
 - Ambitious and Committed
 - Honest and Resourceful
 - Experienced and Progressive

- Friendly and Supportive
- Proud to be part of our amazing community

Other Requirements

- Full, clean driving licence and access to a vehicle insured for business use
- Flexibility to work occasional evenings and weekends (time off in lieu (TOIL) provided)

For an informal conversation about this role please contact Emma Backhouse COO, on emma.backhouse@lingendavies.co.uk or 01743 492396.

CV and cover letter to be submitted by 9am on **Weds 18 June 2025**, to recruitment@lingendavies.co.uk