

Key Details

- Permanent Position – Part Time (21 hours per week)
- Start Date: As soon as possible
- Rate of Pay: £27,000 pa (pro-rated)
- Leave: 24 days FTE per annum (pro-rated), plus bank holidays and the Heritage Alliance Office closes between Christmas and New Year
- Line Manager: Finance Manager
- Other Managerial input: CEO (part) / Head of Development and Membership (Part)
- Place of Work: The Heritage Alliance Office, St Martin Ludgate, London, EC4M (1 minute from St Paul's)

Flexible working arrangements can be considered subject to reasonable role and wider team requirements.

The Opportunity

Do you want to work at the heart of heritage and help to secure its future? **The Heritage Alliance** is looking for a part-time **Office Manager** for its small friendly office based in Ludgate Hill. This is an excellent opportunity for someone, who would relish the opportunity to work within a dynamic heritage membership and advocacy organisation, to build experience across a wide range of tasks and activities.

The role is a split one designed to:

- ensure the smooth running of the physical office space, ensuring all necessary equipment and supplies are maintained
- provide PA support to the organisation's CEO
- manage third party office service provision such as the IT services, and lead on maintaining key internal policies;
- support the delivery of event-related tasks necessary for the successful execution of our programme of events;
- take a significant role in the delivery of external projects designed to support the Alliance and its membership.

Key Competences

- A team player able to manage administrative processes for a small team.
- A responsible, reliable and well organised self-starter with great attention to detail and the ability to prioritise and manage tasks from start to finish.
- Well-developed IT skills, particularly in Microsoft Office Word, Excel and Outlook. Knowledge of Microsoft Office 365 and SharePoint would be a benefit.
- Experience of CRM systems (e.g. Salesforce) would be a benefit.
- Experience in Event administration would be a benefit.

Office Manager Job Description

- Excellent communication skills, both written and verbal.
- Ability to manage complex diary scheduling for CEO.
- Ability to work in a flexible manner, to work well on own initiative and within a small team.
- Ability to build strong relationships both internally and externally.

Key Tasks

Office Management/Event Support

- Maintain and manage the administration of office systems - paper and electronic (Microsoft 365) including management of electronic filing;
- Diary support for the Board Secretary and for the Chair, CEO and senior staff;
- Manage relationships with our IT suppliers, including acting as a point of contact with the IT consultant and to trouble-shoot simple IT problems;
- Manage relationships with our landlord and responsibility for the physical office space;
- Manage office equipment and supplies and ensuring that all office equipment is maintained properly;
- Management of incoming and outgoing post;
- Creation and management of the joint office diary and bookings in the nave of the church in which the office is situated;
- Manage elements of the delivery of THA's rolling IT upgrade project in relation to third-party inputs and internal team co-ordination, as directed by the Finance Manager;
- Support the maintenance of our CRM (Salesforce) and other contacts databases with the development team;
- Support the administration of the Special Interest Membership Groups, including scheduling meetings, sponsors' catch-ups and main communications to the group members;
- Management of the staff guide and suite of governance policies, ensuring regular updates and compliance including trustee information and interests, staff induction and onboarding and HR support.

Event Support

- Support the delivery of in-person and virtual events including liaising with venue providers and suppliers, marketing and comms, speaker and sponsor care and organising internal meetings.
- Administrative support for events including AGM minutes, thank you letters, delegate care and bookings systems.

Personal Assistant Support to the CEO

- Personal Assistant support to the CEO including diary management, support with member meetings, logistics and relevant briefing.

External Project Support

- Providing logistical and administrative support to projects delivered by The Heritage Alliance, including two current live projects (our Carbon Literacy Training and the highly regarded Heritage Funding Directory management)

General

- To provide ad hoc input and support across The Alliance's internal and external activities consistent with the post-holder's experience and capability.

Office Manager Job Description

To apply

Please complete our standard [application form](#) and return, **with accompanying CV**, to finance@theheritagealliance.org.uk

Application closing date: **6pm on Friday 12 April 2024**

Interviews: **TBC – Week commencing 22 April 2024**

Equal Opportunities

The Heritage Alliance is fully committed to the provision of [equal access and opportunity](#) as an employer.

About the Heritage Alliance

Established in 2002, The Heritage Alliance represents the independent heritage movement in England. We have a [unique role](#), promoting and championing the sector in all its diversity:

- We influence legislation and policy through our extensive links with Government, Parliament and Sector Networks
- We bring the sector together in our advocacy and working groups, events and publications
- We help our members and the sector grow through member-only initiatives and sector support programmes with partners like the Chartered Institute of Fundraising, Media Trust and Clore Leadership.

[Our membership](#) ranges from large bodies such as the National Trust, Historic Houses, Canal & River Trust to specialist charities and community organisations, across the breadth of sector, from museums, conservation, archaeology to science and construction.