



Photo: Juan Pablo Moreiras/FFI

Office Manager

“In the past century FFI has consistently saved species from extinction and protected habitats from destruction. Their solutions have always been practical, efficient and sustainable in local circumstances.”

Sir David Attenborough,
FFI Vice-president

Fauna & Flora International

Fauna & Flora International (FFI) saves species from extinction and habitats from destruction, while improving the livelihoods of local people. Our guiding principles are to work with and alongside local partnerships, act as a catalyst for change, make conservation relevant and base decisions on sound science. Founded in 1903, FFI is the world's longest established international conservation body; our conservation work, and impact, spans the globe.

The Operations Team

Overseen by the Chief Operating Officer, our 30-person Operations Team is responsible for the operational and administrative functions of FFI, including Finance, HR, ICT, Facilities, Legal, Governance & Risk Management and Health, Safety & Security.

The Opportunity

FFI is seeking an experienced, enthusiastic and adaptable individual for the role of Office Manager. As a member of the Operations Team you will ensure the smooth running of FFI's Cambridge headquarters (accommodating circa 160 employees), including responsibility for facilities management, UK health and safety and delivery of the Reception function. You will also have some responsibilities for our smaller offices in London and Edinburgh (accommodating 6 and 3 employees respectively), and sharing best practice for sustainable facilities management with our international offices around the globe

FFI is based in the David Attenborough Building (DAB) on the New Museums Site, where the University of Cambridge and nine conservation organisations have collaborated to create the Cambridge Conservation Initiative (CCI) – the largest grouping of nature conservation organisations and university researchers in the world. You will therefore not only deal with a wide range of individuals from FFI, including our members and supporters, our trustees and your colleagues in the UK and across the globe, but also your counterparts in the other NGOs and the central facilities staff at the DAB, as well as contractors, suppliers and our University landlords.

As the first point of contact for FFI, you will be friendly and approachable, confident and articulate. You will have excellent organisational and administrative capabilities, a proactive and pre-emptive approach to your work and well-developed prioritisation and time-management skills. Whilst working with minimal supervision, you will look to avoid problems before they arise, developing and improving office systems when needed and working to ensure that FFI's head office provides a welcoming and efficient working environment for employees and visitors alike.

You will have good relevant experience in an office/facilities management role, or experience where you can demonstrate relevant and transferable skills. Excellent Outlook skills, and strong Word and Excel abilities are essential and previous use of Microsoft SharePoint also desirable. Knowledge and experience of health and safety in a UK office environment is a requirement of the role, whilst knowledge of, and an enthusiasm for, environmental and sustainability issues would also be particularly advantageous.

In return, the role offers the opportunity to work within an international, impactful and ground-breaking organisation, at the forefront of global conservation. In addition, FFI offers a generous pension contribution, attractive annual leave allowance and life insurance.

Our offices are located in central Cambridge, just a few minutes' walk from glorious historic buildings and museums, the picturesque River Cam, the central market and shopping centre, and a host of cafés and restaurants. Please note that whilst FFI is adopting hybrid working practices involving partial remote working within the UK where appropriate, it is envisaged that due to the nature of this role, it will be based full-time in the Cambridge office.

Terms and Conditions

Start Date:	As soon as possible, no later than 1 July 2022
Duration of Contract:	Permanent
Probation Period:	Six months
Salary:	circa £26,000 per annum
Location:	Fauna & Flora International, Cambridge, UK
Benefits:	<p>25 working days' annual holiday entitlement plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time FFI UK offices are closed</p> <p>For employees on UK-based contracts, FFI currently provides a pension contribution of 8% of salary after 3 months' continuous employment.</p> <p>Group Life insurance, currently set at a benefit of 4 x basic salary</p>
Hours of Work:	This is a full time position working 37.5 hours per week, Monday-Friday inclusive

Job Description

Job Title:	Office Manager
Reporting to:	Governance & Risk Manager
Key Relationships:	Operations Assistant HR & ICT Teams CCI Services Facilities Team Executive Assistants

Purpose:

- To ensure the smooth and efficient running of the FFI Offices at The David Attenborough Building (and to provide facilities, finance and health & safety, support to the FFI offices in London and Scotland as necessary)
- To oversee the organisation's compliance with its UK Health and Safety obligations

Main Duties

Office Management & Administration

- Implement FFI office policies and procedures, supporting employee adherence and reviewing/updating as required to reflect current working practices and ensure on-going compliance with lease requirements, CCI/University policies and procedures on building use and alignment with the CCI Sustainability Framework and FFI's Environmental Policy
- Process new starters/leavers in liaison with the HR and ICT Teams, including updating central electronic contact information, office layout plans, phone lists etc.
- Provide new employee inductions, including office policies and procedures and the use of equipment
- Manage the selection of suppliers and service providers in accordance with FFI's Delegation of Authorities, researching options and submitting recommendations, giving consideration to business need, sustainability, value for money and maximising operational efficiency
- Manage relationships with external contractors and suppliers
- Manage the procurement of office supplies, stationery and equipment (not centrally supplied by CCI), arranging maintenance and repair of equipment as and when necessary
- Maintain the register of leases for office equipment and services, raising purchase orders, monitoring overhead expenditure in line with contracts and providing input into annual budgeting for overheads
- Maintain the FFI Office Manager Manual

Facilities Management

- Take the lead in maintaining a tidy, organised and welcoming office environment, including meeting rooms, notice boards and general office areas
- Oversee space planning processes to maximize availability of desk space and to support flexible, hybrid working practices and hot-desking as the organisation grows and demand for space increases
- Provide first line support for employees on printers, the phone system, AV and other FFI meeting room equipment, liaising with the ICT Team and CCI Services as appropriate to report problems
- Act as the internal point of contact for employees on all building related matters, including acting as FFI's representative on the DAB Building Users Group
- Advise on, and direct employees and visitors to, information about FFI & CCI facilities, including meeting rooms, shared spaces, catering options and travel to the DAB
- Act as site editor for the FFI UK Offices pages on ourFFI, managing and updating the site's content
- Liaise with CCI Services and the Landlords' Representatives, including the University's Estates Management department and the London and Scotland office management companies, regarding all facilities matters, including site maintenance and repair issues
- Oversee the allocation and use of storage space and manage the relationship with FFI's off-site storage and archive provider, including record-keeping and managing the movement of archive materials to and from the storage facility

Reception Function

- Provide FFI's internal reception function including greeting and directing visitors, handling calls to the main office phone number and managing the organisation's general email account
- Process and distribute incoming post, manage dispatch of outgoing post and arrange couriers

Health & Safety Management

- Act as the UK Health & Safety Coordinator, supporting the COO and Governance & Risk Manager to ensure compliance with Health & Safety (H&S) regulations by:
 - Understanding the University and CCI's H&S policies and procedures, as they relate to the DAB, and communicating these to FFI employees
 - Regularly reviewing FFI office risk assessments and making these available to FFI employees

- Acting as a Fire Warden and First Aider, liaising with CCI services and internally to ensure FFI has sufficient trained Fire Warden & First Aid cover at all times
- In conjunction with FFI's First Aiders and CCI Services, ensuring that medical assistance is called, if necessary, when an accident or incident occurs and that appropriate and sufficient first aid equipment and supplies are available
- Ensuring accidents/near misses are recorded, investigated and reported appropriately and any H&S issues relating to site maintenance & repair are reported to CCI Services and acted upon
- Coordinating with CCI Services to ensure regular H&S monitoring and maintenance & testing of safety equipment
- Carrying out Workstation Assessments when required and following up appropriately in terms of actions and/ or purchase of equipment
- Providing travel first aid kits for employees travelling abroad, purchasing and updating the supplies as required, and maintaining a record of the kits
- Holding and maintaining FFI's H&S records and supplying information on the UK for H&S reporting to Senior Management and Council members
- Maintaining the UK focused section of the ourFFI Health, Safety & Security site and ensuring that the UK focused H&S courses on FFI's e-learning platform Mangrove remain up-to-date and relevant

Environment & Sustainability

- As a member of the FFI Green Group, attend all meetings
- Act as Fund Manager for the Green Fund, to include managing the applications
- Sit on the panel that deliberate on applications to the Green Fund and ensure an appropriate decision is made, then arrange payments where agreed
- Once payment has been made for a project, follow up in a timely manner to ensure evidence is received that the project has been fully implemented
- Manage FFI's Green Impact evidence, inputting this into the NUS website to achieve their awards
- Act as the liaison between the Green Group and CCI Services in relation to FFI 'greening' actions
- Represent FFI on the CCI Procurement Working Group
- Liaise with the FFI representative on the CCI Sustainability Working Group, deputising for them and attending meetings as required

Travel & Events

- Oversee the relationship with FFI's preferred travel suppliers, acting as a point of contact for our Account Managers
- Be responsible for organising & running the staff Christmas party and other occasional ad hoc events
- Provide logistical support for FFI governance meetings held at the DAB

Other Duties

- Provide support to FFI's partner the East African Wild Life Society (EAWLS) by:
 - Ensuring all incoming enquiries and payments for EAWLS are dealt with in a timely manner, that records of membership payments are kept and all related information and documentation is passed to EAWLS office in Kenya as necessary
 - Overseeing sorting and posting of the EAWLS magazine and acting as Fund Manager for the income and expenditure relating to its distribution
- Provide support to the fundraising team by logging interactions with supporters and members on the CRM system
- Ensure sufficient cover to deliver the main functions of this role when the Office Manager is absent
- With the agreement of your Line Manager, perform any other tasks that may be requested of you from time to time, appropriate to your skills and experience and relevant to the scope of the role

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills, including excellent telephone manner • Excellent organisational and time management skills, with a structured and methodical approach to tasks • Pro-active and pre-emptive approach to work • Ability to remain calm under pressure and manage competing demands • Ability to work autonomously with minimal supervision • Meticulous attention to detail • Expert user of Outlook • Competent user of Microsoft Word and Microsoft Excel • Strong numerical skills 	<ul style="list-style-type: none"> • Use of Microsoft SharePoint
Knowledge and experience	<ul style="list-style-type: none"> • Good relevant experience working in an office and/or facilities management role, or similar experience with relevant and transferable skills • Previous training / qualification / experience in Health & Safety (e.g. IOSH Managing Safely and DSE workstation assessment course) • Previous event management experience 	<ul style="list-style-type: none"> • Willingness to acquire Health & Safety qualifications if not already held • Previous involvement with / experience of environmental and sustainability issues
Behavioural qualities	<ul style="list-style-type: none"> • Willing to learn new systems and acquire knowledge/ skills as required • Committed, enthusiastic and flexible approach to work • Ability to build positive personal and organisational relationships • Reliable, flexible and efficient • Self-motivated and able to show initiative 	<ul style="list-style-type: none"> • Commitment to and empathy with FFI's mission and values
Other	<ul style="list-style-type: none"> • Entitlement to work in the UK 	

FFI Values

Values underpin who we are and how we act. Just as values shape who we are as individuals, they define us as an organisation, creating the culture of success for which Fauna & Flora International (FFI) is renowned. Our people exemplify our shared values, which are interconnected and interdependent:

- We act with integrity
- We are collaborative
- We are committed
- We are supportive & respectful
- We get things done

How to Apply

Applications, consisting of a covering letter explaining why you feel you should be considered for this post, a full CV (tailored to the role as advertised, highlighting relevant experience and achievements) and contact details for two referees (who will not be contacted without your permission) should be sent to info@fauna-flora.org

Please mark your application '**Office Manager**'.

The closing date for applications is **Sunday, 29 May 2022**. Interviews are likely to be held during the week commencing **6 June 2022**. Candidates selected for interview will be contacted by email or telephone – please specify your preferred method of contact in your covering letter and indicate where you saw the position advertised.

Regrettably, due to limited resources and the high number of applications we receive, we are only able to contact short-listed candidates. If you do not hear from us within four weeks of the closing date, please assume that you have not been successful on this occasion.

Applicants with Disabilities

FFI encourages applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application, please contact Jade Bedwell, HR Adviser, FFI, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org.

FFI values diversity and is committed to equality of opportunity