

Office Manager Position Description

Reports To

Site Manager

Purpose of the Role

The Office Manager is responsible for the effective day-to-day management of office administration, operational support functions, and executive assistance to the Site Manager. The role ensures the smooth and efficient operation of the site while supporting and advancing the charitable, faith-based, and community-focused purposes of the Trust.

The Office Manager plays a key role in maintaining effective systems, processes, and stakeholder relationships, ensuring that administrative and operational activities align with the Trust's mission, values, and strategic objectives.

The Office Manager is expected to:

- Act in a manner consistent with the Trust's charitable objectives and Statement of Faith.
- Model behaviours that reflect the Trust's values in all interactions.
- Foster an inclusive, respectful, and caring environment consistent with the Trust's faith-based mission and ethos.

Key Responsibilities

Without limiting the general responsibilities of the position, the Office Manager will be responsible for the following:

Administration

- Establish, maintain, and continuously improve administrative systems and processes that support the effective operation of the site and achievement of the Trust's objectives.
- Ensure all records, databases, files, and documentation are accurate, current, secure, and maintained in accordance with organisational requirements and applicable legislation.
- Manage office systems, supplies, and administrative resources to support efficient day-to-day operations.
- Maintain and update the camp website and other communication platforms, ensuring content is accurate, appropriate, current, and reflective of the Trust's values and mission.
- Provide executive and administrative support to the Site Manager, including correspondence, meeting coordination, scheduling, and document preparation as required.

Group Bookings and Client Engagement

- Manage all group bookings from initial enquiry through to completion, maintaining accurate booking, attendance, invoicing, and correspondence records.
- Provide timely and professional communication to clients and user groups regarding facilities, terms and conditions, health and safety requirements, transport arrangements, and site expectations.
- Coordinate transport, accommodation, catering, and off-site activities as required, liaising with external providers and stakeholders.

Children's Camps and Programmes

- Administer registrations, enrolments, data entry, and financial reconciliation for children's camps and programmes.
- Support camp leadership teams in the planning, preparation, administration, and delivery of programmes that align with the Trust's charitable purpose and faith-based mission.
- Maintain accurate and confidential records relating to child safety, consent, medical information, attendance, and programme participation.
- Ensure administrative processes support compliance with relevant child safeguarding policies and procedures.

Financial and Resource Stewardship

- Prepare invoices, process payments received and maintain accurate financial records using approved accounting systems and procedures.
- Ensure supplier invoices and accounts for payment are processed accurately and within required timeframes.
- Assist with financial reporting, reconciliations, and audit requirements as requested by the Site Manager
- Demonstrate sound stewardship of the Trust's financial, physical, and administrative resources.

Health and Safety

- Take all reasonably practicable steps to ensure the health, safety, and wellbeing of staff, volunteers, clients, contractors, and visitors.
- Report all incidents, hazards, near misses, and notifiable events promptly and in accordance with Trust procedures.
- Immediately notify the Site Manager of any serious, critical, or notifiable incidents.
- Promote and contribute to a positive health and safety culture across all activities.
- Comply with all obligations under the Health and Safety at Work Act 2015 and the Trust's health and safety policies, procedures, and practices.

Other Duties

- Undertake such other duties as may reasonably be required from time to time, provided they are consistent with the scope, skills, responsibilities, and purpose of the role.
- Contribute positively to the overall effectiveness, sustainability, and mission of the Trust.
- Participate in team meetings, training, and organisational initiatives as required.

Key Competencies

- Strong organisational and administrative skills.
- Excellent written and verbal communication.
- High level of accuracy and attention to detail.
- Ability to maintain confidentiality and exercise discretion.
- Strong interpersonal and relationship management skills.
- Competent with Microsoft Office and administrative systems.
- Ability to work independently while supporting a collaborative team environment.
- Commitment to the Trust's mission, values, and Statement of Faith.

For more information please email Paul. Director@teapotvalley.co.nz