



The Kindling Trust & Bridge 5 Mill



Office Manager

Job Description

Hours:	Full time, 37.5 hours a week. Must be able to work some weekends and evenings.
Length of Contract:	1 year contract with option to extend dependent on review
Salary:	£19,329 to £23,194 per annum (gross)
Probationary Period:	4 months
Location:	Bridge 5 Mill, Ancoats, Manchester.
Closing date:	5.00 pm Friday 13 th November 2020.
Interview date:	Tuesday 24 th November 2020.
Preferred Start Date:	As soon as possible.

Responsible to:	The Board of Trustees
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Role:

An exciting new office management role, working with both for Bridge 5 Mill and the Kindling Trust. Help us to create a welcoming space for building users, rebuild the events business and help us run a tight and efficient office to be as effective as possible in our work for social change.

Background

The Fairfield Group is a pioneering family of organisations based in Greater Manchester and promotes ecological and social justice through a number of practical activities and projects. Fairfield Environment Trust is the registered charity that owns three delivery bodies: the Kindling Trust, Bridge 5 Mill and Fairfield Environmental Services (Fairfield Recycling). Each subsidiary focuses on a different aspect of FET's objectives. This post would be supported by the group as a whole, but will be specifically focused on Bridge 5 Mill and The Kindling Trust.

Bridge 5 Mill is Manchester's original centre for social change. We provide offices for a range of amazing tenants who share our vision and before lockdown we were a thriving centre and venue for many events and activities. Six months ago our events had to stop and understandably, in such uncertain financial circumstances, we lost some of our staff to other adventures. We are looking for someone to help us open back up again, to create a welcoming and smoothly run space for existing tenants and building users, as well as build back up the event hosting element of our work.

The Kindling Trust works to create a fairer, more sustainable society, starting with the food system. Over the last 13 years, The Kindling Trust have established and run a series of practical projects to engage people in sustainable food and farming. The next exciting stage of our development is to establish a pioneering agroforestry farm on 100 acres close to Manchester. We are looking for someone to help us organise and manage our office (systems, administration, volunteers etc.) in a friendly but efficient manner.

With combined resources we have created a new role that we are very excited about, to work across the two organisations. Someone who offers a welcoming presence in the Mill for tenants and other building users; as well as managing email and phone enquiries for both organisations. This role aims to rebuild the events business at the Mill and run a tight and efficient office to be as effective as possible in our work for social change.

Job Description:

Main Duties:

A. Create and maintain a welcoming space for all users of the building

- To be based in Bridge 5 Mill, 5 days a week including on reception at specific times of the day (for example, between 9am - 10am each day).
- To provide great customer service to all building users.
- Liaise with tenants and deal with any problems or queries promptly
- Oversee the overall appearance of building, responsibilities include reporting repairs needed, organising maintenance work, liaising with external suppliers and contractors including the cleaning staff.

B. Administration and office management for Bridge 5 Mill and The Kindling Trust

- Respond to emails, phone calls, Facebook messages etc. and answer enquiries for both the Kindling Trust and Bridge 5 Mill.
- Update procedures and systems as we transition out of lockdown
- Review and improve office and organising systems including holiday booking systems etc.
- Take responsibility for the ordering of equipment and consumables with our Bookkeeper.
- Assist with the timely upkeep of records and other administrative tasks including; general office duties, filing, handling mail, etc.
- Understand the importance of data protection and maintain standards of best practice.
- Work with the Communications Worker to keep Kindling's database of Volunteers, Supporters and Potential Volunteers up to date.
- Provide regular reports on our database, make recommendations for improving the collection of relevant data and help us use this data to improve our communications.
- Help Project Co-ordinators and our Communications Officer to complete an annual impact report

C. Volunteer recruitment and support

- Develop our volunteer strategy, including support measures and assist with their implementation.
- Recruit volunteers for the Kindling office and the lead up to the Kindling Farm Community Shares Campaign
- Update, maintain and oversee the Kindling volunteer database.

D. Events Management at Bridge 5 Mill

- Respond to enquires regarding venue hire (web, email, telephone and walk-ins), including drawing up tailored quotes for event requirements.
- Liaise with event organisers on their requirements prior to their event.
- Supervise the running of events on the day and ensure a smooth, efficient and successful event for organisers and attendees.

E. Publicity/Marketing of Bridge 5 Mill as an office space and venue

- Work with the Communications Officer to market Bridge 5 Mill office space to groups who want to be based at the heart of sustainable and social justice work in Manchester.
- Work with the Communications worker to market Bridge 5 Mill as the best events and meetings venue in Manchester.

F. Health and Safety

- Liaise with the Bridge 5 Mill board to maintain the security of the site and the safety of all those who use it.
- Ensure all building users are provided with Health and Safety information.
- Carry out risk assessments for activities taking place in the building.
- Oversee the placement of additional measures in light of the current and changing Covid situation.

G. Finances

- Work with the Fairfield Group Finance Worker to oversee budgets and report findings to the board.

H. General responsibilities of this post

- Report progress to the Fairfield Environment Trust's Board of Trustees.
- Reflect the Fairfield Group's vision and principles, strategy and policies at all times.
- Be aware of and comply with all relevant policies and procedures.
- Fulfil such other duties and assignments as may be required from time to time.

Person Specification:	Essential:	Desirable:
<p>Competence, Skills and Knowledge:</p> <p>Excellent communication and interpersonal skills.</p> <p>Office management skills and experience.</p> <p>Building management and maintenance experience.</p> <p>Experience of project development and management.</p> <p>Experience of volunteer management.</p> <p>Experience of organising events.</p> <p>Experience of and ability to work with people from a variety of backgrounds.</p> <p>Problem solving and issue resolution skills.</p> <p>Publicity skills and experience.</p> <p>Ability to prioritise tasks and good planning and organisational skills.</p> <p>Good administration and IT skills.</p> <p>Knowledge of the area and communities local to the site.</p>	<p>☼</p> <p>☼</p> <p></p> <p>☼</p> <p></p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p>	<p></p> <p>☼</p> <p></p> <p></p> <p>☼</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>☼</p>
<p>Personal:</p> <p>Awareness and understanding of the challenges within the farming sector.</p> <p>Enthusiasm and dedication to ecological and social justice, including sustainable food issues.</p> <p>Ability to motivate, encourage and get the best out of individuals.</p> <p>Flexibility to work in various work conditions.</p> <p>Drive and enthusiasm to meet set objectives. A high degree of personal motivation and initiative, the ability to work under pressure, whilst working cooperatively in a team environment.</p> <p>Be able to learn on the job, and respond to possibilities and potential opportunities.</p> <p>Willingness and flexibility to undertake any relevant training required.</p>	<p></p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p>	<p>☼</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>