

## JOB DESCRIPTION: OFFICE MANAGER

### KEY POSITION STATEMENT

- Build strong relationships with our key stakeholders and provide efficient management of our accounts and administration tasks

### DUTIES:

The BC office is a central point for all things badminton in Canterbury, based from our hall in Pages Road. The Office Manager will take responsibility for the overall effective management of this office and the associated accounts and administration tasks. They will be aided by the support of, and oversee one or two part time/casual assistants (OA), and work alongside other part time and casual staff.

- Accounts Management:
  - Includes daily management of the accounting system using Xero with support from the OA
  - Producing various monthly, quarterly and annual reports for the managers and board (note that the budget is set by the board)
  - Oversee the administration of accounts payable and receivable
  - Ensure invoicing and refunding is completed in a timely manner
  - Credit control – ensuring timely follow up of all receivables
- Hall Management: the hall is an 8-court facility. You will be able to give support and direction to the OA to ensure:
  - Maintenance, repairs and cleanliness of the hall is carried out in a timely manner and to budget
  - Oversee hall bookings using Pay2Play, including enquiries, and compliance with BC's Policies.
  - Ensure fair court allocation to all regular users (clubs)
- Payroll & People. Note that this includes contractors, paid staff and volunteers alike.
  - Prepare new employment contracts and associated paperwork for all new staff
    - Ensure all paperwork is completed, signed in accordance with BC policy
  - Undertake Police Checks for staff and volunteers in accordance with BC policy
  - Maintain confidential personnel records, including regular checks on validity of items such as First Aid Certificates, Child Protection Certificates etc
  - Process the fortnightly payroll using Smartly in accordance with individual contracts and standard employment laws
  - Health and Safety - Ensure safe working practices are adhered to by BC. Identify, modify, and correct any identified unsafe processes. Ensure Health and Safety/Emergency Response documentation is up to date and available for all
- Relationships:
  - Oversight of the player database: Friendly Manager. This includes setting up of programs and events.
  - Build strong relationships with our key stakeholders e.g., members, clubs, community groups, volunteers
  - Being a friendly face to greet players as they come into the hall and be their customer service champion!
  - Ensure all general enquiries are responded to in a timely professional manner, and/or directed to the appropriate people

- Ensure other team members have the technical support necessary to enable them to execute their duties effectively and professionally (e.g., 365)
- Various other duties that are essential to a developing a leading Regional Sports Organisation:
  - Support and submission of grant funding applications
  - Organise and administer our representative teams budgets/travel/invoicing.
  - Support with the running of events as needed (including calling players on a PA system)
  - Ensure statutory requirements are met (eg, Companies office, charity commission etc)
- Marketing Support:
  - Co-ordinate and publish a monthly newsletter with input from all the team
  - Assist in the implementation of BC's marketing strategy
  - Producing posters, signage and communications about BC events for use online and at the hall
  - Provide timely maintenance updates of our website (using WordPress/Divi)
  - Assistance with various social media updates

#### REPORTING:

- Monthly reporting to board, including financial reporting
- Producing financial reports to other staff for their areas of work

#### SKILLS, EXPERIENCE AND ATTRIBUTES

- Contribute to the positive working environment at the regional office and sport as a whole
- Excellent interpersonal skills - lead and support team members to achieve their outcomes. An appreciation for working with a diverse workforce and customers alike.
- Experience in planning, managing, and prioritising multiple and competing projects and tasks to meet deadlines and produce high quality results. Ideally you have worked in a small business office before where it's not all about following checklists and box ticking.
- Ability to think outside the square.
- Experience with Xero is essential
- Strong computer skills - Microsoft 365, and database systems.
- Experience with payroll (particularly Smartly) strongly preferred
- Excellent oral and written skills
- Web experience is preferred (we use WordPress)
- Comply with all aspects of BC's policies and procedures

#### KPI'S

- To be determined following strategic review 2022.

#### HOURS AND LOCATION

- 220 Pages Road, Wainoni
- Flexible working arrangements can be negotiated however 3 evenings per week until 7.30pm are required.
- 30 hours per week
- Some weekend work maybe required.

## SALARY & BENEFITS

- \$25 - \$30 per hour
- 30 hours per week