

HEAD OFFICE MANAGER

Responsible To:	CEO
Member Of:	Head Office
Type of Contract:	Full Time
Hours of Work:	40 hours (based on 9-5 including 1 hour lunch break).
Holidays	25 days per year plus bank holidays
Location:	BF Head Office – Chiswick
Salary:	Circa £40K
	Flexible working arrangements (hours and location) will be considered, however the majority of working hours will need to be performed in the BF Head Office due to the core requirements of the role.

1. INTRODUCTION

British Fencing (BF) is the National Governing Body for the Olympic sport of fencing.

Vision – “A strong, successful and sustainable Fencing Community”

Mission – “To inspire and enable people to start, stay and succeed in fencing”

British Fencing objectives:

- A pathway to international success
- A stronger, empowered community of 30,000 fencers, volunteers, coaches and supporters
- Accessible inclusive swordplay opportunities delivered via partnership programmes
- A sustainable future supported by high quality governance and infrastructure that is financially resilient
- Maximise the wider benefits of fencing and the positive impact it can have on people’s lives

2. JOB PURPOSE

Reporting to the CEO, the aim of this role is to provide:

- a) Management of BF Head Office, and to ensure that its functions are carried out timely and efficiently in line with BF Policies and Procedures;
- b) Executive administration support to the CEO and to the Board.

This role will work closely with the CEO, contributing to the achievement of the vision and objectives of British Fencing.

3. KEY RESPONSIBILITIES

3.1 GENERAL HEAD OFFICE DUTIES

- Ensure that the BF office facilities are appropriately maintained and managed, maintaining Health and Safety standards and procedures.
 - Manage office safety duties such as arranging risk assessments, PAT testing, Electric testing, Fire Extinguisher maintenance, office cleaning and helping to establish and maintain office procedures.
 - Manage office usage and ensure that all staff and visitors are appropriately briefed and reminded to follow office usage procedures.
 - Manage the Head Office budget and ensure the effective and value for money ordering of all office supplies.
 - Act as the main point of contact for staff in the office for issues relating to the above.
- Ensure that communication channels to and from Head Office are in place (e.g., email, telephone) and managed and acted on.
- Support the administration of the BF Board.
 - General Board Secretary duties, including administration of BF Board Elections.
 - Managing the administration of the BF Board Chair.
- Support the CEO in managing and delivering Governance, Disciplinary, Safeguarding, HR, Insurance and IT services.
 - Support the recording and maintenance of information in the appropriate systems.
 - Sending of official BF correspondence.
 - Managing related third-party suppliers of services.
 - Managing access to BF systems.
 - Disciplinary Secretary duties.
 - Manage DBS applications for staff.
- General executive administration support for the CEO.

3.2 MEMBERSHIP DUTIES

- Support members and key stakeholders in Home Countries, directing queries received at Head Office as appropriate to relevant areas of the organisation. Working with BF senior leadership to ensure these queries are followed up and within appropriate timescales.
- Main point of contact for Sport:80 (Membership Management System).
- Ad-hoc support for issues relating to membership renewal and application process.
- Main point of contact with appropriate International Governing Bodies (FIE, IWAS, EFC) on behalf of BF and the members.
- Ad-hoc support for issues relating to International Governing Bodies licensing and entries.

4. PERSON SPECIFICATION

- Highly experienced office manager/administrator with a strong understanding of HR and Health & Safety.
- A commitment to excellent administrative and management basics, responding to emails, keeping diaries up to date, escalating issues and risks, working collaboratively with the team and keeping CEO/senior leadership up to date with activities and progress.
- Proven use of IT systems and competent in the use of Microsoft Office and cloud-based file sharing systems.
- Understanding of safeguarding and welfare.
- Excellent problem solving and decision-making skills.
- Experience of planning and managing basic budgets.
- Ability to manage time effectively and prioritise workload to meet deadlines.
- Front line customer service experience.
- Strong interpersonal and communication skills (both verbal and written).
- Ability to develop effective, sustainable working relationships with a range of different people.
- Ability to work positively within a team both supporting others and being able to reach out to others for support.
- Empathy for volunteers working to support sport and a desire to help people.
- Self-managed and motivated.
- Resilience and ability to make things happen.
- Ability to maintain strict confidentiality.
- Understanding and commitment to diversity and equal opportunities.
- Behaving in a professional manner at all times; upholding the BF values and displaying the Nolan Principles: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

This job description and person specification are not to be regarded as exclusive or exhaustive. This document is intended as an outline indication of the areas of activity and behaviours most pertinent to the role, and will be amended and evolved in light of changing needs of the organisation.