

POSITION DESCRIPTION

POSITION TITLE: Office Manager

NAME OF POSITION HOLDER:

SIGNATURE:

TITLE OF SUPERVISOR: Chief Financial Officer

NAME OF SUPERVISOR: Andrew Long

For office use only

Position Number:

1. PURPOSE OF POSITION

The Office Manager is responsible for the effective provision of:

- Management of office operations and procedures to ensure organisational effectiveness and efficiency
- Management of the reception function
- Coordination of staff huddles, meetings and actions
- Payroll administration
- Management of suppliers and consumables, monitoring of budget and procurement contracts

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Chief Financial Officer

Positions that also report to Supervisor:

Management Accountant

Accountant

Positions that report to this position:

NIL

On occasion may be responsible for volunteers and interns

3. ORGANISATIONAL CONTEXT OF POSITION

Founded in 1989, The Royal Children's Hospital Foundation is the fundraising arm of The Royal Children's Hospital (RCH), Melbourne, one of the world's leading children's hospitals. The RCH Foundation has the vital role of raising and distributing donated funds to the hospital. While a legally separate organisation, the RCH Foundation works closely with the RCH and its Campus Partners (Murdoch Children's Research Institute and the University Of Melbourne Department Of Pediatrics) in achieving its vision.

The people of Victoria love the RCH and in giving to the RCH Foundation, whether through fundraising appeals like the Good Friday Appeal or RCH Auxiliaries in their community, they feel a great ownership. As a result of this ownership and the fact that the RCH Foundation is a custodian of these donated funds, the RCH Foundation takes seriously its role for and on behalf of those donors.

Generous community support helps to sustain the hospital's role as international leader tackling some of the world's biggest health issues, and the RCH Foundation supports a vast network of fundraisers and donors. Donated funds drive the hospital's growth and are utilised for purposes of medical excellence, supporting only the most innovative, life-changing programs and initiatives – that would otherwise not exist - in the areas of research, leadership, training, technology, equipment, and patient and family- centered care.

Over the next few years, the RCH Foundation will build on its strong base to increase funds raised and will focus on responding to the exciting challenges and opportunities presented by the RCH.

Vision We are the RCH Foundation and we are changing the future of children's health. Our vision is that the RCH, founded in philanthropy, supported now and in the future, will have the capacity to transform health care for children and young people.

Mission The people of Victoria love the RCH and they want it to be the best. We inspire our community to invest in the hospital's future by supporting care, treatment, research and learning that will improve the lives of young people and their families

Values We show **integrity** in all our interactions, being moral, ethical, honest, transparent and trustworthy.
We display **humility**, being modest, not self-important; confident in dealing with others.
We show **gratitude** and appreciation for the efforts of our donors and our colleagues.
We are **compassionate**, showing empathy in our dealings with each individual.
We are **inclusive** and **respectful**. We show loyalty and understanding.

The result of these values translates into action. We are known for **delivery** on our commitments.

4. NATURE AND SCOPE OF POSITION

4.1 Work Performed

The Office Manager will ensure the smooth operation of the RCH Foundation office and may, on most occasions will be the first point of contact for the office. The role is responsible for the effective maintenance of the office, equipment, meeting rooms and support systems. The person will have the ability to create a welcoming environment, particularly for all donors and volunteers, including RCH Auxiliaries members who are the most frequent visitors to the office.

Central to the role is the design and implementation of office procedures, including donation batching, banking, mail, IT and telecommunications services, filing systems, coordination of equipment and reprographic needs, office storage and records management. The position will also be responsible for the coordination of service providers including facilities management, cleaners, suppliers etc.

The role is required to provide relief back-up and assistance during peak periods to the Supporter Relations Officer, with a data entry, donation processing and receipting and

data base management. The Supporter Relations Officer position is critical to the flow of donation batches and receipting of donations. The Office Manager is the main back-up to ensure that this function may continue in the absence of the Supporter Relations Officer.

As part of a small team, the position must be very hands on and flexible enough to respond to requests from other team members.

4.2 Challenges and problem solving

Challenges currently facing the position include:

- Being a friendly and efficient first point of contact for the various donors, fundraisers and supporters who contact and/or visit the RCH Foundation office.
- Being able to multi-task a busy workload and enjoy a customer focused busy environment.
- Assisting with the implementation and adoption of new and improved management systems as they relate to office management and donor management
- Being responsible for the development and implementation of office systems and procedures
- Establishing relationships with facilities management for co-located offices in the 48 Flemington Road building

Establishing strong relationships with volunteer fundraisers and supporting their efforts

4.3. Decision making

The Office Manager is responsible for managing the reception function, which includes rostering volunteers and cover for telephone duties, as well as bookings meetings and function rooms at the RCH Foundation. The role must display high standards of customer service.

The Office Manager is also responsible for making decisions concerning budgets and cost management for stationery purchasing, reprographic needs and maintenance requirements, within an agreed budget. Decision making related to the implementation of systems that will enhance the operation of the office and ease the workloads of the whole team, as well as the efficient and timely processing of donations and financial transactions is also required. The Office Manager may also make decisions concerning which enquiries should be redirected to other areas within the hospital or to the Good Friday Appeal office.

All sensitive matters should be brought to the attention of the Chief Financial Officer, as necessary, before decisions are made.

4.4 Communication

Internal

- Be in accord with the RCH Foundation's values and create a team environment that works towards the success of the enterprise
- Be part of the team and join in our flexible, supportive and passionate working environment with good humor and a positive attitude
- Be knowledgeable of volunteers, board members, donors and VIPs who may visit.
- Establish strong relationships with RCH and campus partner staff as well as our facility management company

External

- Establish productive relationships with all visitors to the office
- Be knowledgeable of regular visitors such as RCH Auxiliaries members, volunteer fundraisers, executive staff, board members, corporate partners, major donors and VIPs
 - Take the time to learn their names where possible and write accurate contact reports where necessary
 - Establish close working relationships with the Good Friday Appeal staff and RCH staff, as well as RCH patients and families

5. KEY ACCOUNTABILITIES

Reception

- Ensure that a quality reception service is provided to donors and visitors
- Ensure systems are in place that welcome visitors to the RCH Foundation and provide a friendly and helpful first point of contact
- Manage volunteers who assist with the reception service of the office

Office Management

- Develop and maintain an organisational filing system, including RCH Foundation network directories
- Maintain purchase orders system, stationery supplies, procurement contracts, servicing and maintenance of equipment etc.
- Identify cost savings and efficiencies for office procurement
- Coordinate mail systems both outgoing and incoming.
- Ensure that all donor relationship staff have timely information and donations are registered appropriately
- Coordinate courier bookings
- Manage bookings for RCH Foundation vehicles, plus servicing and maintenance
- Manage the distribution of taxi vouchers and parking coupons
- Manage the petty cash float
- Assist with general data entry when requested
- Liaise with facilities management contractor where required

- Ensure the Fundraising Resource Centre is stocked with office supplies
- Manage booking system for Board Room and Fundraising Resource Centre

Information Technology

- Develop policies and procedures to ensure that all IT is managed efficiently and effectively
- Liaise and manage the relationship with RCH IT for the services and support
- Have a good working knowledge of the RCH Foundation's Audio Visual Equipment and be able to set it up for users and ensure its maintenance and upkeep
- Continually assess new developments that may assist the RCH Foundation with its work

Financial

- Recording of all money received through the RCH Foundation by the preparation of a strip-listing of all receipts and filing this in the strip-listing register
- Once strip-listed, all funds are to be given to the Supporter Relations Officer for processing into the donor database
- Process credit card donations received via mail or email
- Maintain creditor and supplier files
- Develop systems for obtaining quotes for large purchases and seek tenders where appropriate
- Manage purchase order systems
- Evaluate on an ongoing basis the supplier list and seek alternate quotes to ensure the best price is being obtained
- Assist Management Accountant and Accountant as requested

Staff Time Sheets / Staff Entitlements

- Prepare fortnights time sheets for payroll preparation
- Coordination and management of leave forms
- Reporting entitlement status to the Chief Financial Officer (sick leave, annual leave etc.)
- Maintain register of contract expiry dates

Policies and Procedures

- Develop and manage policies and procedures to ensure the RCH Foundation is are managed efficiently and effectively

Database Assistance

Be knowledgeable and skilled to provide back up to Supporter Relations Officer with tasks including:

- Data entry of donations and recording and updating donor records
- Reconciliation of gifts with all giving channels (payment gateway, bank statements and daily batch controls etc.)

- Daily donor receipting process ensuring a 48 hour turn around in receipts to donors
- Preparing invoices as requested
- Assisting with data imports from external sources
- Assisting RCH Foundation staff with donor database needs as required
- Guiding volunteers to assist with basic data entry tasks during busy times
- Managing the input of donor information into the RCH Foundation's database with attention to detail ensuring data integrity

RCH Foundation Values and Behaviours

- Support and model the values and behaviours of the RCH Foundation

6. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Key Selection Criteria

Essential:

- Customer service skills, demonstrating the ability to liaise effectively with a broad range of people
- Demonstrated experience in database systems, and medium to high level computer skills and attention to detail
- Demonstrated experience in a busy office with thorough understanding of office administration, rostering, including knowledge of budgets, procurement and records management systems, and how to work as part of a team
- Experience in the development and management of office systems, and the ability to ensure engagement by all staff in their operation
- Clear understanding of and a personal commitment to the mission and values of the RCH Foundation
- Oral and written communication skills of a high order with the ability to produce business correspondence, proofread for grammar, spelling and punctuation with a high degree of accuracy

Desirable:

- Knowledge of Salesforce database
- Knowledge of and experience of working in the not-for-profit sector
- Experience in assisting with conference and meeting organisation and support
- Familiarity with and understanding of the needs of people who will engage with the RCH Foundation
- Bookkeeping knowledge

7. TERMS AND CONDITIONS

This is a three year contract position, subject to renewal. Salary packaging is available. Leave entitlements as per national standards.

8. PERFORMANCE INDICATORS

To be developed with a personal work plan.

AGREEMENT TO THIS POSITION DESCRIPTION - to be filled out by the successful applicant

Signed for and on behalf of Sue Hunt, Chief Executive Officer,
The Royal Children's Hospital Foundation

Signed by the Appointee
Appointee Name:

Signature:

Signature:

Date:

Date:

MORE INFORMATION AND HOW TO APPLY

- Applications must address the Key Selection Criteria in the position description - applications that do not address the Key Selection Criteria will not be considered.
- For further information or queries about this role, please contact Andrew Long Chief Financial Officer on 03 9345 5177 or andrew.long@rch.org.au Send your application, including your CV, and your response to the Key Selection Criteria to jobs.foundation@rch.org.au by COB on Friday 2 June 2017.