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COMMUNICATIONS AND FINANCE MANAGER

HILL END OUTDOOR EDUCATION CENTRE

Introduction

The Hill End Trust is a newly established charity, which has taken on responsibility for managing the Hill End Outdoor Education Centre. The Centre, which is located in a beautiful woodland and meadow site 5 km to the east of Oxford, offers outdoor education, sport and adventure activities to young people and training to those who teach and coach outdoors. There is a busy programme of residential and non-residential visits throughout the year by school groups, organisations working with young people and others. The centre has a camping field and ample dormitory accommodation as well as a large kitchen, dining hall and classrooms.

The Trust wishes to employ an administration and communications officer to help run the centre's busy main office. We hope to appoint an efficient administrator with excellent communication and people skills who will be responsible for running the Centre's booking and financial management systems. They will be the primary point of contact for people seeking information on the Centre's activities or wishing to make bookings. They will take the lead with promoting the Centre via social media and the website. This might be a suitable first appointment for a fast-learner wishing to gain experience in charity management.

Job Description

Job Title: Communications and Finance Manager

Reports to: Centre Manager

Job Type: One-year fixed term appointment (including a 3-month probationary period) with the potential for permanent employment. 37 hours per week, Monday to Friday. The Trust is prepared to consider proposals for flexible working hours.

Salary: £23k - £25k depending on skills and experience.

Principal Duties

Administration

- Track bookings and payments within the system to ensure prompt payment
- Use the Centre's accounting software (currently Xero) to process invoices and make purchases as directed by the Centre manager.

- Collect and collate financial data to produce financial reports for the Centre Manager, Trustees and statutory charity submissions as directed.
- Operate the Centre's on-line booking and reservation system (currently Checkfront) including billing and invoices.
- Accept phone and walk-in bookings. Process payments and issue booking receipts.
- Handle cash and manage banking as required.

Customer relations

- Manage the Centre's reception and customer enquiries during opening times; be the welcoming face of Hill End.
- Be responsible for an excellent customer interface that provides quality and professional customer interaction so that all visitors have a positive experience.
- Be responsible for managing the Centre's information and customer databases, and provide management information to inform decision-making and business planning.
- Manage the customer feedback programme, and other relevant customer metrics, to provide analysis and reports.
- Train to First Aid at Work standard and provide first aid cover, within their role and competence when at work.

Communications

- Manage content and updates on the Hill End website and social media platforms to ensure that all material is accurate, up to date and promotes the Hill End values.

Knowledge, experience, skills and personal attributes required

Hill End Outdoor Education Centre has a small, dedicated staff who are all committed to the aims of the charity. The successful applicant will share the values and enthusiasm of the team and be prepared to join-in wholeheartedly with making the Centre a success. They will enjoy working with young people in an outdoors environment. They will be willing to work with the volunteers and trainees who regularly assist across the site.

They will need to be flexible in dealing with any situation that may arise. There may be occasions when they should be prepared to help by undertaking tasks that are within their competence but outside their normal duties (e.g. helping organise an event or welcome a group of visitors).

The successful applicant must have:

- A warm and welcoming manner.
- A capacity to learn new administrative skills quickly and thoroughly.
- Excellent verbal and written communication skills
- Strong numeracy and analytical skills.
- Proficiency in standard office software packages (e.g. Microsoft Excel).

- Highly organised, able to work to deadlines and maintain an orderly approach to administration.
- A satisfactory Disclosure and Barring Service (DBS) check.
- Awareness of their responsibility to protect the safety and promote the welfare of young people visiting the Centre.

It would be an advantage to an applicant to have:

- A good education and to be keen to develop a career in charity management.
- Self-motivated and able to work without close supervision.
- Experience of dealing with a diversity of administrative tasks.
- Passion for wildlife and countryside.
- Enthusiasm for working with children and young people.
- Experience with creating web content and social media.