



**Job Title - Office manager**

**Location:** The Lyttelton Well Cafe, Church Street, Great Malvern

**Position Type:** Paid 35 hours per week

**Salary:** £26-28,000 p.a. depending on experience plus generous pension contribution

**Job Purpose:**

Plan and undertake all administrative and financial functions concerning the smooth running of Lyttelton Well in support of its charitable objects, coordinating with other managers. Support and help develop the Christian ethos and mission of the Christian venture and charity known as Lyttelton Well.

Reporting to the Board of Trustees or to a line manager designated by the Trustees.

Requirement to be a Christian as a GOR under the Equality Act 2010 having an active and outworking Christian faith.

**Organisation context:**

1. Lyttelton Well is a well-established Christian charity situated on the high street in centre of the beautiful town of Great Malvern. (See Appendices for our Objectives and Ethos statement.)
2. It was founded in 1993 as an inter-church initiative, and continues to enjoy the support of a range of local churches.
3. It fulfils its purpose through running a Christian Bookshop, through the services of a highly respected Counselling Service, through room hire, through participation in a local Food Bank and through the Lyttelton Well Café, which combines providing simple high-quality refreshment in a pleasant environment with opportunity for pastoral input when appropriate.
4. The Management structure reflects these different roles, and the Management Team is comprised of the Café Manager, the Head of Counselling and Office Manager.
5. Other roles are taken by a range of paid staff, and by many volunteers, who play a vital role in the charity and maintain the great sense of involvement of the local community.

**Responsibilities:**

1. Finance and Administration:

- a. All financial matters including development of accounting systems, managing accounting records, banking, invoicing production and follow-up, production of timely sales and management reports, liaising with outsourced accounting provider
  - b. Completion of all statutory returns and filings
  - c. Maintaining insurance and legal requirements
  - d. Ordering & supplier management, processing invoices and managing office budgets
  - e. Dealing with correspondence, complaints and queries
  - f. Ensuring that health and safety policies are up to date
  - g. Keeping personnel and payroll records up to date
  - h. DBS and GDPR management
  - i. Supporting Trustees and Governance
  - j. Liaising with outsourced Payroll provider
  - k. Ensuring IT systems maintained
2. Facilities:
- a. Managing the letting of Lyttelton Well rooms including promotion of room hire.
  - b. Overseeing and agreeing contracts and providers for services
  - c. Ensuring cleaning, maintenance and security of buildings.
  - d. Ensuring that basic facilities, such as water and heating, are well-maintained and ensuring fire and burglar alarms are tested and maintained.
  - e. Ensuring facilities meet government regulations, health and safety and energy efficiency requirements.
3. Bookshop:
- a. Liaison with volunteer-led Bookshop management in support of stock ordering and accounting.

### **Jointly responsible with other managers:**

1. Serving as Duty manager on a rota with other managers, including on-call on Saturdays on a rota basis
2. Liaison with Foodbank distribution
3. Ensuring Health and Safety standards are met
4. Lead daily prayers

### **Key skills**

#### **Essential:**

- Good awareness of financial accounting/bookkeeping
- Able to produce management and financial reports
- Solid administrative skills
- Sound organisational skills
- Good understanding of the legalities and legislation surrounding the third-sector

- Good interpersonal and team working skills

Desirable

- Ability to operate in a multi-tasking environment and handle the unexpected
- Ability to learn quickly and take on tasks outside own skill set
- Attention to detail while keeping an eye on the big picture
- Social media and IT skills

**Benefits:**

- Opportunity to make a meaningful impact in the community.
- Flexible working hours.
- Access to café perks and special events.
- A supportive and faith-driven work environment.

**How to Apply:** Interested candidates should submit a CV and a cover letter detailing their relevant experience and commitment to our mission to Simon Kemp at [vacancies@lytteltonwell.co.uk](mailto:vacancies@lytteltonwell.co.uk). Applications will be reviewed on a rolling basis until the position is filled.

Lyttleton Well is an equal-opportunity organisation. We encourage individuals of all backgrounds to apply and join us in serving our community with love and dedication.