

**BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION**

<b>JOB TITLE:</b>	<b>Office Manager</b>
<b>DIVISION/DEPARTMENT:</b>	<b>Finance and Administration, Americas Secretariat</b>

**1. OVERALL PURPOSE OF JOB**

The Office Manager will assist, organize and coordinate office administration and finance issues in order to ensure organizational effectiveness, efficiency and safety. Based in Quito, Ecuador, the Office Manager is primarily responsible for:

- Maintaining accurate and compliant financial records with the help of an external consulting firm to:
  - Manage day-to-day accounting activities, processes and procedures
  - Produce project reports as required including reviewing financial content
  - Work closely with the Finance team for external audits and the ERP system
- Ensuring effective and efficient administration support
- Ensuring compliance with statutory records and procedures
- Organizing office operations and procedures
- Coordinating with IT department on all office equipment and programs
- Organizing meetings and travel arrangements
- Assisting in the recruitment of staff and providing orientation and training to new employees

**2. WORK RELATIONSHIPS**

<b>REPORTING TO (LINE MANAGER):</b>
Americas Regional Director
<b>REPORTING TO JOB HOLDER (LINE MANAGED STAFF):</b>
None
<b>PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT:</b>
<ul style="list-style-type: none"><li>• Americas Regional Director</li><li>• Heads of Divisions and Units</li><li>• Administration Team</li><li>• Head of Human Resources and Team in Cambridge with regards to Human Resources Management</li><li>• Legal and Risk Managers in Cambridge on contracts, statutory obligations and risk management</li><li>• Head of IT and Team in Cambridge on IT systems and network</li><li>• The Finance team in Cambridge with regards to all financial matters</li></ul>
<b>PRINCIPAL WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK :</b>
Working with Americas BirdLife Partner staff (at all levels) in providing administrative project support, reporting and payments and documentation as required.
<b>PRINCIPAL EXTERNAL RELATIONSHIPS/RESPONSIBILITIES:</b>
Other External relationships and responsibilities will include: <ul style="list-style-type: none"><li>• Legal Representatives</li></ul>

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- Suppliers of goods & services
- Landlord and Administrator of the office where the Secretariat holds a lease
- Staff from other NGO's
- Donors, designated Managers and Officers
- Government services as required
- External Auditors

**2 (a). KEY WORKING RELATIONSHIPS GRID**

Contact	Level (1-3)	Contact	Level (1-3)	Contact	Level (1-3)
BirdLife network / other NGOs	2	General public	2	Policy makers (institutional /politicians/ corporations)	1
BirdLife advisory groups, committees, reg. councils	1	Press & media	1	Funding organisations (institutions, foundations, corporations )	2
BirdLife Global Council	1	Regulators/ legislators/ auditors	2	Individual donors/ members	1
Suppliers/service providers	2	Scientific community	1	VIPs/ royalty/ high worth individuals	1
<p><b>Level of Contact</b>                      1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.                      2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow.                      3.= Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.</p>					

**3. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES**

<p>By main work area:</p> <p><b>Administration:</b></p> <ul style="list-style-type: none"> <li>• Maintaining an efficient information management system including contracts and project and program documents</li> <li>• Tracking project proposal submissions</li> <li>• Liaising with BirdLife's external financial consultant (ECOVIS)</li> <li>• Liaising with the landlords and ensuring the good maintenance and repair of the office</li> <li>• Managing contracts for all outsourced services and ensuring these are compliant and up-to-date</li> <li>• Ensuring that appropriate stationery, signposts, business cards and identity cards are available and comply with the BirdLife brand and logo</li> <li>• Co-ordinating travel arrangements and related matters</li> <li>• Arranging conferences, workshops and regional meetings in liaison with the Partnership and relevant staff</li> <li>• Entering transactions in the ERP system in a timely manner (BirdLife's consolidated process of gathering/organizing data through an integrated software suite)</li> <li>• Design and implement filing systems, ensure systems are maintained and current</li> <li>• Point person for maintenance, mailing, shipping, supplies, equipment, bills</li> </ul> <p><b>Compliance:</b></p>
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- Liaising with BirdLife’s external legal representative
- Ensuring compliance with:
  - Health and safety legislation
  - Employment law legislation
  - Office management legislation
  - Money laundering regulations
  - Reporting to Ecuadorian government
  - Banking related regulations
  - Other as required

**Financial:**

- Receiving and reviewing project financial reports
- Liaising with the Finance Team in Cambridge and external accounting contacts
- Maintaining accurate and compliant financial records
- Supporting the audit process
- Assisting with the preparation of accounts and reports
- Assisting with the:
  - Annual budget and monthly payroll
  - Development of project budget proposals
  - The review of financial reports from Partners
  - The preparation of financial reports for donors

**Human Resources:**

- Recruitment and induction of new staff including ensuring compliance with any work permits as may be required
- Managing personnel/ vacation/ time off/ sick leave records/ time sheets
- Preparation of employment documentation
- Facilitating staff performance appraisals
- Management of employment benefits
- Ensuring policies and procedures are compliant with Ecuadorian legislation
- Managing the exit process including exit interview

**Other tasks:**

- Assist Regional Director in the preparation of the Annual Report to be submitted to Ecuadorian Government
- Edit documents in Spanish when requested by BirdLife’s Regional or Global Directors

**4. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES**

<b>RESPONSIBILITY AREA</b>	<b>LEVEL OF AUTHORITY</b>
<b>Financial/Budgetary</b>	None
<b>Contracts – Funders</b>	None
<b>Contracts – Staff/ Consultants</b>	Draft staff contracts for approval and signing by the Regional Director
<b>Contracts – Service providers</b>	Draft staff contracts for approval and signing by the Regional Director
<b>Legal Responsibility</b>	Compliance Officer with the UEFA (regulatory money laundering and crime financing regulating agency in Ecuador); ensure legal matters are compliant with Ecuadorian law, working with the external legal

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	advisors
<b>Other</b>	None

**5. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS**

<b>REQUIREMENTS</b>	<b>KNOWLEDGE/SKILLS/ATTRIBUTES</b>
<b>Minimum General Education</b>	Educated to degree level or equivalent experience in business, financial or other relevant area
<b>Job Specific Education/Qualification</b>	Knowledge of audit procedures
<b>Job Specific Knowledge</b>	Knowledge of: <ul style="list-style-type: none"> <li>• Ecuadorian employment laws and health and safety practice would be advantageous</li> <li>• Audit procedures and risk management</li> <li>• Government reporting and legislation</li> </ul>
<b>Experience</b>	Solid experience in administration, finance and human resources
<b>Management &amp; organisational skills</b>	Excellent team player with a high level of confidentiality and efficiency, a desire to achieve; attention to detail, excellent organizational skills, self-motivated and proactive; ability to manage a challenging workload and meet tight deadlines
<b>Communications skills</b>	Good communication skills, including an aptitude for dealing diplomatically with people on all levels and of different cultures; builds positive relationships, with strong negotiation and influencing skills
<b>Creativity &amp; Initiative</b>	Creativity and initiative for finding variety of approaches to solve problems with practical solutions.
<b>Computer Literacy</b>	High proficiency in MS Office (especially Outlook, Word, Excel, Access and PowerPoint), as well as current accounting software
<b>Languages</b>	Fluency in Spanish and English essential. Portuguese or French are desirable
<b>Travel requirements</b>	Willingness to travel when required
<b>OTHER DESIRED/ HELPFUL KNOWLEDGE/ SKILLS/ ATTRIBUTES</b>	
Discretion with confidential matters of all kinds	
<b>Prepared by:</b> Ian Davidson	<b>Date:</b> 25 May 2021