## JOB TITLE:
Office Manager/Administrator

### DEPARTMENT:
Administration

### DIVISION / UNIT:
Operations

## 1. OVERALL PURPOSE OF JOB

The Office Manager will assist in organizing and coordinating office administration, organizational financial and regulatory issues while ensuring overall organizational administrative effectiveness, efficiency and safety. Based in the New York City metro area, the Office Manager is primarily responsible for:

- Organizing office operations and procedures
- Ensuring effective and efficient administration support
- Ensuring compliance with statutory records and procedures
- Working with staff and external consultants, including BirdLife International staff, to manage day-to-day bookkeeping activities, financial and legal processes and reporting including annual audit, tax and other mandatory filings
- Working with the BirdLife International finance and administration teams coordinate transfer of all relevant financial and fund-raising data including project grants and reports
- Working with Chief Development Officer (CDO) and finance and administration team to develop fundraising financial reports for Friends of BirdLife (FBLI) Board and other audiences
- Ensuring all IT and office equipment meets industry standards and, working with BirdLife’s IT department, meets necessary regulatory standards
- Assisting in organizing FBLI meetings and travel arrangements
- Assisting in staff recruitment process including providing orientations and new employee onboarding materials

## 2. WORK RELATIONSHIPS

### REPORTING TO (LINE MANAGER):
To be confirmed with a dotted line to the Financial Controller and the Friends of BirdLife International (FBLI) CDO

### REPORTING TO JOB HOLDER (LINE MANAGED STAFF):
None

### PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN FRIENDS OF BIRDLIFE:
- Fundraising staff
- Project managers
- Members of the Board

### PRINCIPAL WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK:
- BirdLife International fundraising staff
- Project managers
- Regional Director, Americas
- Cambridge, UK: Finance and Administration Department
- Members of the Management Team
- Head of Human Resources in Cambridge with regards to Human Resources Management
- Legal and Compliance Office, in Cambridge on contracts, statutory obligations and risk management
- Head of IT in Cambridge and Team on IT systems and network.
- The Finance team in the global Secretariat with regards to all financial matters
- Other BirdLife staff as appropriate
FRIENDS OF BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

PRINCIPAL EXTERNAL RELATIONSHIPS/RESPONSIBILITIES:

Other External relationships and responsibilities will include:

- Legal Representatives
- Suppliers of goods & services
- Landlord and Administrator of the office where the Friends of BirdLife holds a lease
- Staff from other NGO’s
- Donors, designated Managers and Officers
- Government services as required
- External Auditors
- Administration Team
- Consultants and other service providers

2 (a). KEY WORKING RELATIONSHIPS GRID

<table>
<thead>
<tr>
<th>Contact</th>
<th>Level (1-3)</th>
<th>Contact</th>
<th>Level (1-3)</th>
<th>Contact</th>
<th>Level (1-3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BirdLife network / other NGOs</td>
<td>2</td>
<td>General public</td>
<td>1</td>
<td>Policy makers (institutional/politicians/corporations)</td>
<td>1</td>
</tr>
<tr>
<td>FBLI Board of Directors, BirdLife advisory groups, committees, reg. councils</td>
<td>1</td>
<td>Press &amp; media</td>
<td>1</td>
<td>Funding organisations (institutions, foundations, corporations)</td>
<td>2</td>
</tr>
<tr>
<td>BirdLife Global Council</td>
<td>1</td>
<td>Regulators/legislators/auditors</td>
<td>3</td>
<td>Individual donors/members</td>
<td>1</td>
</tr>
<tr>
<td>Suppliers/service providers</td>
<td>3</td>
<td>Scientific community</td>
<td>1</td>
<td>VIPs/ royalty/high worth individuals</td>
<td>2</td>
</tr>
</tbody>
</table>

Level of Contact

1. = General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.
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.

Note: There is some additional guidance on this in the role evaluation sheet that should be used alongside new role descriptions.

3. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

By main work area:

**Administration:**

- Maintaining an efficient information management system including contracts and project and program documents
- Tracking project proposal submissions
- Liaising with Friends of BirdLife’s external financial consultant(s)
- Liaising with the landlords and ensuring the good maintenance and repair of the office
- Managing contracts for all outsourced services and ensuring these are compliant and up to date
- Ensuring that appropriate stationery, signposts, business cards and identity cards are available and comply with the Friends of BirdLife brand and logo
- Co-ordinating travel arrangements and related matters
- As directed by the CDO, arranging conferences, workshops and regional meetings in liaison with the Partnership and relevant staff
- Entering transactions in the appropriate financial systems in a timely manner.
- Design and implement filing systems and ensure systems are maintained and current
• Point person for maintenance, mailing, shipping, supplies, equipment, bills

**Administration of Legal and Regulatory Status:**
• Liaising with Friends of BirdLife’s external consultants, accountants etc ensuring compliance.
• Maintaining copies of State and Federal non-profit / tax-exempt status declarations.
• Securing and renewing trademarks, domain registrations, and similar legal obligations.
• Registering FBLI with non-profit evaluating organizations, updating when necessary.
• Make available Audit Report (990) and Annual Report for donors, granting organizations, etc.
• Coordinate with businesses for matching gift and employee payroll giving programs, supplying necessary forms and information.
• Ensuring FBLI complies with:
  o Generally Accepted Accounting Principles (GAAP) with guidance from accountants
  o Health and safety legislation
  o State and Federal employment law legislation
  o Office management legislation
  o Money laundering regulations
  o Banking related regulations
  o Other as required

**Financial Reporting and Reconciliation:**
• Supervise and assist in creation of bank reconciliations, cash flow reports, budget vs. actual income and expenditure reports, etc.
• Create, update, and distribute standard fiscal reports to appropriate individuals and organizations such as CEO, senior staff, BirdLife International Finance team, FBLI Board, and Board Finance Committee, as needed.
• Coordinate with financial auditor for annual audits.
• Create financial reports and information for donors, granting organizations, and fundraising efforts as necessary.

**Budget Planning and Reconciliation**
• Use development plans, past results, financial reports, and other information to help CEO Annual Budget
• Responsible for maintaining the organization’s payroll

**Maintain Office Technology**
• With assistance from consultants and/or BirdLife IT department:
  o regularly evaluate FBLI’s technology needs and make recommendations for upgrades to same.
  o perform updates, upgrades, and maintenance on office computers as needed.
• Recommend and supervise hiring and use of technology specialists when necessary.
• Document technology use policies and procedures.
• Find user support and training for technology when and as necessary.
• With assistance from consultants and/or BirdLife IT department, maintain FBLI website

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

<table>
<thead>
<tr>
<th>RESPONSIBILITY AREA</th>
<th>LEVEL OF AUTHORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial/Budgetary</td>
<td>None</td>
</tr>
<tr>
<td>Contracts – Funders / Staff / Consultants</td>
<td>None</td>
</tr>
<tr>
<td>Contracts – Service providers</td>
<td>Travel and procurement of services not exceeding US$ 1,000 according to approved projects.</td>
</tr>
<tr>
<td>Legal Responsibility</td>
<td>None</td>
</tr>
</tbody>
</table>

5. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>KNOWLEDGE/SKILLS/ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience</td>
<td>Proven track record in a similar role</td>
</tr>
<tr>
<td>Minimum General Education</td>
<td>Educated to degree level or equivalent experience in business, financial or other relevant area</td>
</tr>
<tr>
<td>Job Specific Education/Qualification</td>
<td>• Understanding of basic accounting principles and business budgets.</td>
</tr>
<tr>
<td></td>
<td>• US legislation pertaining to 501c3 organisations</td>
</tr>
<tr>
<td></td>
<td>• Government reporting and legislation</td>
</tr>
<tr>
<td>Management &amp; organisational skills</td>
<td>High motivation, desire to achieve; attention to detail, excellent organisational skills, and ability to work to high standards with tight deadlines.</td>
</tr>
<tr>
<td>Communications skills</td>
<td>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</td>
</tr>
<tr>
<td>Analytical Skills</td>
<td>Ability to analyse complex problems and generate creative and pragmatic solutions.</td>
</tr>
<tr>
<td>Creativity &amp; Initiative</td>
<td>Flexibility and ability to work independently. Creativity and initiative for finding variety of approaches to solve problems with practical solutions.</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>In-depth experience with Excel spreadsheets High proficiency in MS Office (especially Outlook, Word, Excel, Access and PowerPoint), as well as current accounting and fundraising (Raisers Edge) software</td>
</tr>
<tr>
<td>Languages</td>
<td>Oral and written fluency in English</td>
</tr>
<tr>
<td>Travel requirements</td>
<td>Willingness to travel when required</td>
</tr>
</tbody>
</table>

Prepared by: Helen Bull/John Hannan  
Date: August 2021