|  |  |
| --- | --- |
| **JOB DESCRIPTION** | |
| **SUMMARY INFORMATION** | |
| **Job Title:** | Office Administrator |
| **Department:** | Operations |
| **Job Purpose:** | The post is responsible for processing, verifying, and reconciling monthly accounts, administration of HR Pay and Conditions of Service and all other purchase and administration duties needed to support our operations in the central region (=Germany, Austria, Poland, Hungary, Czech) including Agency and Comms. |
| **Job Band:** |  |
| **Reports to:** | Regional Manager |
| **Direct Reports:** | No line management |
| **Other Key Contacts:** | Finance Department CSEA, HR Department CSEA, Operations Department CSEA, Head Office  Senior Head Gardener/ (Head) Gardeners  Horticultural Supervisors and Manager CSEA  Visitors and members of the general public  Local authorities, professional bodies, contractors or individuals where this may be of use in facilitating the work of the Commission and development of corporate capability.  Assist internal and external auditors on regional processes  Officials of all nations in the arrangements for Remembrance Day services |
| **Financial Responsibilities:** | Financial authority as delegated by line manager;  Strictly adhere to the agreed delegated budget and ensure project completion and invoices are delivered to programme. |
| **Location:** | Central and Southern Europe Area (C&SEA) |
| **Travel:** | Occasional travelling is required |

|  |
| --- |
| **COMMISSION BACKGROUND** |

We honour and care for the men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten.  Funded by six Member Governments, our work began with building, and now maintaining, cemeteries and memorials at over 23,000 locations all over the world.

Today, over a century after we first began, our work continues through our staff, supporters and volunteers who preserve our unique cultural, horticultural and architectural heritage and ensure that the stories of those who died are told.

|  |
| --- |
| KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE |

1. **Finance and Accounting: 25%**

* Purchase ledger reconciliation and housekeeping
* Undertake supplier statements reconciliations and prepare payment runs, ensuring suppliers are paid within stated terms
* Ensure correct recording, within the accounts system, of all C&SEA through purchase ledger, purchase management and financial module
* Process receipts and payments from suppliers, creditors and staff, including credit/debit card electronic processing
* Prepare and post the necessary accounting entries on Great Plains (GP)
* Bank and petty cash and advances input and reconciliation (monthly (M) and ad hoc)
* Liaise with the bank as and when required
* Support other departments with ad-hoc finance related tasks as and when required
* Roll out and monitor the expenses software
* Implement the purchases management system PMS

1. **Management Accounting and Financial management 10%**

Assist the Regional manager with

* the preparation of Budgets and forecasts
* monitoring and explanations to monthly variances including Agency
* Responsible for the collation of the monthly accounts in accordance with current accounting practices and within agreed delegated regional budget and financial delegated authority per transaction

1. **Payroll Germany: M, 10%**

* Ensure the correct payroll process is in place and to capture any payroll changes including supporting documentation (M)
* Payroll audit of payroll bureau, simultaneous calculation and submission for payment (M)
* Payment of confirmed/approved monthly wages, Tax and social insurance contributions after review (M)
* Maintain staff Excel database recording monthly wages, increments, bonuses, allowances etc. (M)

1. **HR Support: Weekly (W)-M, 10%**

* Ensure all aspects of relevant Labour Law and Conditions of Service are applied correctly (M)
* Recruitment of manual staff/casual labour, arrange casual labour documents and contracts
* Establish, organise and supervise the maintenance of personnel records ensuring complete accuracy and confidentiality (M)
* Coordinates any HR administration process as per C&SEA HR instructions which include, but not limited to; updating various spread sheets, filling issuing of letters and contracts as per C&SEA HR instructions (W-M)
* Maintain and monitor records of annual and sickness leave and send monthly report to C&SEA HR Department (M)
* Plan and organize Trainings (M)

1. **Operation support: 5 / D-W / 25%**

* Support and proceed with purchases and any needed arrangements (M-Quaterly (Q))
* Project report and assistance (M-Q / depending on Number of Projects)
* Arrange hotel and flight bookings for staff, deal with contractors, H&S Officer and external trainers as required, find contacts and forward letters to municipalities and other authorities, seek quotations for operations, translation of operational tasks to contractors and staff (D-W)
* Import Procedures for Machinery and other purchases from abroad, dealing with custom broker (Q-Y)
* Assist in the preparation of Tenders
* Liaising with Authorities and Utilities companies(M-Q)
* Assist with the gathering and reporting of sustainability data (M)
* Support the fleet advisor
* Support the Regional manager with regards to compliance in H&S, medical checks, labor legislation, permits,, listed sites, subsidies, …

1. **Office administration: Daily (D) -W / 20%**
   * Submit various monthly returns and checklists to Area Office (W/M)
   * Office duties, archive, organise couriers, purchase office stores and cemetery equipment and stores, obtain contract information, vehicle insurance and tax etc, manage the office cleaner and payment of communal charges etc. (D-W)
   * Organize staffs medical check (Y)
   * Cooperation with Communication department for Filming and visit requests, Commemorations, leaflets etc (W-M)
   * Translate non-official documents and minutes to and from English (W-M)
   * Develop and foster contacts with Local Authorities to promote the Commission’s work.

* Provide clear and helpful advice about the Cemeteries and Memorials in Germany to visitors (W-M)

|  |
| --- |
| **PERSON PROFILE** |

**Education and Knowledge**

**Essential**

* 3 years+ experience in an office business environment
* Basic knowledge of Accounting practices with at least 2 years’ experience in an Accounting position
* Knowledge of general accounting practices using an Accounting software (GP) would be considered an advantage
* Experience in tendering and purchases
* Excellent knowledge of English both spoken and written
* IT literate with excellent knowledge of Microsoft Office applications specifically Excel, Word and Outlook
* Knowledge of payroll and labour law desirable
* Thorough knowledge of organisational policies and practices.
* Clean Driving Licence.

**Skills and Abilities**

* Ability to work alone and using their initiative, as well as part of a team.
* Effective communication and listening skills.
* Takes responsibility for action.
* Personal Effectiveness - Able to work with a high degree of autonomy organising their work to meet deadlines set by the Operations Manager or Area Director. Willing to accept increased responsibility.
* Excellent organisation and time management skills
* Planning and Organisational Skills - Able to prioritise the allocation of resources in order to successfully execute agreed work programmes.
* Is sensitive to the need to work flexibly, and at times, beyond conditioned working hours in the region.
* Uses the resources wisely and economically.
* Ability to convey and complete tasks and information clearly and concisely both verbally and in writing
* Able to demonstrate discretion and confidentiality
* Attention to detail
* Ability to demonstrate a professional, confident and ‘can do’ attitude
* Alerts Regional Supervisor and/or Area Office Management team if any objectives, targets and deadlines cannot be met
* Can juggle their workload and keep calm under pressure
* Able to adapt to change
* Committed to professional development
* An alignment and adherence to the Commission’s Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
* Health and Safety responsibility for self.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Your key duties are set out within this job description. From time to time, you may be required to perform such other reasonable duties that fall outside your job title or key job duties, should this be necessary to meet the needs of the Commission.*

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**