



To whom it may concern:

Civic Voice Office Manager – Location: Birmingham

Thank you for your interest in the above position. Please find attached a job information pack, which includes a job description and person specification, together with some background information about Civic Voice. We hope that you feel that you have the knowledge and skills to apply for the position, and are looking forward to hearing from you.

The job will be offered for 5 days per week, with a fixed term contract until March 30th 2020. The job is office based in Birmingham. There may be the occasional requirement for the candidate to travel frequently throughout England to support Civic Voice.

This post is funded by Historic England.

If you would like to apply you should include:

- A letter of application, which demonstrates how you meet the knowledge, skills and experience requirements of the role;
- Your curriculum vitae;
- The names and full contact details of two referees. We will request references only with your prior agreement if you are successful;
- A completed equal opportunities monitoring form.

Applications should be made by e-mail to: hr@civicvoice.org.uk no later than 5pm on 16th November.

If you have any queries about the application process please do not hesitate to e-mail us on the above email address.

If you have any queries about Civic Voice please visit our website at www.civicvoice.org.uk .

Yours sincerely

Joan Humble

Chair of Civic Voice



CIVIC VOICE

JOB DESCRIPTION

JOB TITLE **Office Manager**

RESPONSIBLE TO **CEO/Chair**

SALARY

MAIN PURPOSE OF JOB

To develop and implement strategies to recruit and retain Civic Voice members, including civic societies, individuals and corporate partners as part of Civic Voice's customer relationship management strategy

KEY WORK AREAS

- Support the Civic Voice office to ensure smooth running of day to day operations
- Support the Civic Voice team to deliver the Civic Voice Strategic Plan
- Support Civic Voice regional networks and various organisation committees to align strategies.
- Coordinate the Civic Voice and civic movement communications and events programmes
- Deliver quarterly reports to Historic England on various aspects of the civic movement operations and programmes

MAIN TASKS

Reporting to and taking guidance from the Chair and Executive Director of Civic Voice, the Office Manager will

Maintain office services INCLUDING Main Activities:

1. Support the finance function by issuing invoices and monitoring expenditure
2. Lead the development and maintenance of Civic Voice's finance and membership records and maintain office equipment
3. First port of call for all internal communications via telephone, email and letter.
4. Coordinate time sheets and undertake appropriate analysis for financial reporting
5. Support the implementation and coordination of Civic Voice's strategy with a specific focus on supporting the regional based volunteer network
6. Deliver quarterly reports to Historic England on appropriate funding programmes

7. Coordinate Civic Voice events planning as part of events strategy and where required, book appropriate venues
8. Regularly update the Civic Voice website and associated media channels to reflect current activity and disseminate information on the project
9. Control internal and external formal correspondences
10. Implement core office policies ensuring all documentation is in place and policies followed
11. Where required, lead the planning, design, organisation and monitoring of support systems, procedures and policies.
12. Manage Civic Voices responsibilities for health and safety and insurance arrangements.
13. Follow all Civic Voice's administrative and occupational safety and health procedures
14. Any other tasks which may be assigned, commensurate with the nature and scope of the role



Civic Voice – Office Manager

The Officer Manager needs to have an interest in and enthusiasm for the civic movement and the historic built environment.

The following knowledge, skills and experience are **essential** for this role:

- Educated to degree level standard or equivalent
- Experience in budgets and finance
- Experience of report writing
- Experience in planning and managing events
- Experience of working with community groups
- Good IT skills, with proficiency in Microsoft Office
- Good written and oral communication skills
- The ability to work on own initiative, without direct supervision
- Experience of producing work to strict deadlines
- A willingness and ability to travel frequently within England
- The ability to work with a network of staff based over several locations

The following knowledge, skills and abilities are **desirable** for this role



CIVIC VOICE – BACKGROUND INFORMATION

Civic Voice is the national charity for the civic movement in England. We launched in April 2010 and work with a network of hundreds of community-based and volunteer-led civic societies and other groups to make the places where everyone lives more attractive, enjoyable and distinctive and to promote civic pride. We believe everyone should live somewhere they can be proud of. Over 290 civic societies with over 75,000 individual members have joined Civic Voice. Civic volunteers are the most numerous participants in the planning system.

In six years Civic Voice has established itself as a leading national voluntary organisation influencing Government at the highest level and achieving high profile media coverage. Civic Voice's national lobbying and campaigning work is closely linked to its work with local societies.

Civic Voice's priority is to champion and support the civic movement – providing a stronger national voice and increasing the capacity and capability of local civic societies and other community groups. While many individual civic societies flourish they also recognise the value of having a national body to represent their views, provide advice and information and strengthen and extend the whole civic network.

Our vision is for everyone to live somewhere they can be proud of. To achieve this we will help provide the civic movement with a strong local presence and an influential national voice. We will be active in national, regional and local arenas, working in partnership across the UK. Civic societies will perform at the level of the best today and the civic movement will reach more places and benefit more people from all walks of life. Our reputation and authority will make us the first port of call for anyone seeking to develop, conserve or interpret the quality, beauty and character of our towns, cities and villages or to engage people in shaping their future. We will be a source of civic pride and people will know us for our independence of thought, challenging perspective and positive outlook. We will listen, advise, support and act on behalf of communities everywhere. Communities will know they have a voice and a champion for the place where they live.

Civic Voice is run by a Board of nine trustees, six of whom are elected by member civic societies. Two others are co-opted and one trustee is nominated by the Civic Panel of like minded national not-for-profit bodies. The Board is recruited openly and all its members are also members of local civic societies. The Board is responsible for the overall strategy and sustainability of the organisation and ensuring effective compliance and risk management. It delegates executive responsibilities to the Executive Director. There are two members of staff, including Civic Voice's Executive Director, Ian Harvey, who is based in Liverpool.

General information about Civic Voice can be found on our website www.civicvoice.org.uk



Equal Opportunities Monitoring Form Confidential

Civic Voice's Equal Opportunity Policy seeks to ensure that no employee, job applicant, or current or prospective user of its services receives less favourable treatment on grounds of race, colour, ethnic or national origin, culture, gender, marital status, physical ability, class, sexuality, age, trade union activity, or political or religious belief.

In order to ensure that this policy will be carried out, **and for no other reason**, all applicants are asked to complete this monitoring form. The information will be detached from and stored separately from your application and will be used solely for monitoring purposes and kept in the strictest confidence. It **will not** be seen by those considering your application.

Please complete this form and send it, as a separate attachment, to your application.

1 Post applied for: _____

2 How would you describe your ethnic origin?

*Please tick the most appropriate box **

Asian, Asian British, Asian English, Asian Scottish, or Asian Welsh

Bangladeshi Indian Pakistani

Any other Asian background (specify if you wish) _____

Black, Black British, Black English, Black Scottish, or Black Welsh

African Caribbean

Any other African background (specify if you wish) _____

**Chinese, Chinese British, Chinese English, Chinese Scottish, or Chinese Welsh
or other ethnic group**

Chinese Any other ethnic background (specify if you wish) _____

Mixed

White and Black African White and Black Caribbean White and Chinese

Any other Mixed background (specify if you wish) _____

White

British English Irish Scottish Welsh

Any other White background (specify if you wish) _____

** Ethnic Classification System recommended by the Equality and Human Rights Commission*

3 Gender

Male

Female

Prefer not to say

4 Disability

The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability according to the terms given in the DDA?

Yes

No

If you have answered yes, please indicate the type of impairment which applies to you (by ticking next to it below). People may experience more than one type of impairment, in which case tick all the types that apply. If your disability does not fit any of these types, please mark other.

Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	<input type="checkbox"/>
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Sensory impairment, such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment.	
Mental health condition, such as depression or schizophrenia.	
Learning disability, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head-injury).	
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy.	
Other, such as disfigurement (specify below if you wish).	

Do you have any access requirements? _____

5 What age range do you fall within?

Under 20 20-29 30-39 40-49 50-59 60+

6 Your religion or belief

Which group below do you most identify with?

No religion	
Baha'i	
Buddhist	
Christian	
Hindu	

Jain	
Jewish	
Muslim	
Sikh	
Any other religion or belief (specify if you wish)	

7 Your sexual orientation

Bisexual	
Gay man	
Gay woman / lesbian	
Heterosexual / straight	
Other (specify if you wish)	

CIVIC VOICE POSITIVELY WELCOMES APPLICANTS FROM ALL SECTIONS OF THE COMMUNITY

Please be assured that Civic Voice will use this form only for objective monitoring purposes which will not be carried out by anyone short listing or interviewing for this position. It will be stored and processed in accordance with the Data Protection Act and will be held on file for no longer than three months after the appointment has been made.