



Office Manager

The Ethical Trading Initiative (ETI) is a unique alliance of companies, trade unions and non-governmental organisations which aims to improve conditions of workers around the world who make products sold in the UK.

We are looking for an energetic, creative Office Manager to lead a small team and ensure ETI's growing Secretariat and membership are supported by the highest quality administration and office services.

This is a key role, and the successful candidate will have at least 5 years recent experience of managing office administration, proven ability of managing others to deliver quality services, experience of personnel administration and financial record keeping.

A starting salary of £30,500 is offered plus pension contribution and 25 days holiday.

Closing date for applications: 9:00am, Monday, 17 March 2008.

Interviews: w/c 31 March 2008

Application forms and a full recruitment information pack are available from www.ethicaltrade.org or from Carol Sheldon, ETI, Cromwell House, 14 Fulwood Place, London WC1V 6HZ

email: eti@eti.org.uk; tel. (020) 7841 5180



Application for employment

In confidence

Please read the job description, person specification and supplementary information carefully before completing this form. Shortlisting will be carried out solely on the basis of the information provided on the application form. CVs will not be considered.

This form will be photocopied. Please type or write clearly in black ink.

Personal details

Post applied for:

Office Manager

How did you learn about this vacancy? (If appropriate please give the name of the publication/website)

Family name:

Forename(s):

Preferred title:

Contact address:

Email:

Tel no home

Tel no work

Do you need a work permit to take up employment in the UK?

Yes/No

If 'Yes', have you got / applied for a permit?

Yes/No

Health

Please state the number of days you have been absent from work owing to illness during the last two years and give the reasons for any absence.

Have you had a serious illness or surgery? If so, please give details.

Do you consider yourself to have a disability, which would alter the way in which you would carry out the duties outlined in the job description? Yes/No

If yes, please give details and indicate whether you would need any help/special equipment to enable you to carry out the duties outlined in the job description.

Education (secondary / higher)

School/college/university attended	Subject(s) studied and grades attained at GCSE, A Level and above	Dates (from - to)

Professional or vocational training

Where attended	Dates	Course(s) attended/qualification(s) obtained

Other skills

Languages: What languages other than English do you speak and/or write? Please indicate level of competence.

Computing: Please give an indication of your level of proficiency in word processing and/or other computing applications (please specify any packages used regularly).

Employment history

Please give details of your work experience (including voluntary work where this has been your main activity) starting with your present or most recent employer. If necessary, continue on a separate sheet.

Name and address of employer

Position held

Salary on leaving

Date of employment (MM / YY) from

to

Duties and responsibilities:

Reason for leaving / wishing to leave:

Employment History (continued) Please indicate final salary and reason for leaving

Dates MM / YY to MM / YY	Employer's name and address	Position held and key responsibilities

Please give your reasons for wanting to join ETI and why you are applying for this post. Give any other relevant information (e.g. specialist knowledge, experience and personal qualities) in support of your application, bearing in mind the job description and person specification for the post. (Please continue on a separate sheet of paper if necessary **but restrict to two pages max**).

If offered this appointment how soon after the interview date would you be free to start?

References

Please give the names and addresses of two people whom ETI may approach for a reference. They should have known you in a professional capacity, as an employee or a student: one should be from your present or most recent employer.

ETI will seek your permission before contacting referees.

Name:

Address (including email):

Daytime telephone number:

Occupation:

In what capacity do you know him/her?

For how long have you known him/her?

Name:

Address (including email):

Daytime telephone number:

Occupation:

In what capacity do you know him/her?

For how long have you known him/her?

Declaration

I declare that to the best of my knowledge the information I have given is correct.

Signed

Date.....

This form should be returned to Carol Sheldon, Ethical Trading Initiative, Cromwell House, 14 Fulwood Place, London WC1V 6HZ. Email: carol@eti.org.uk. Closing Date for Applications: 9:00am on Monday 17 March 2008



ethical
trading
initiative

Information pack For the post of Office Manager (Permanent)

March 2008

Ethical Trading Initiative
Cromwell House
14 Fulwood Place
London WC1V 6HZ
United Kingdom

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f +44 (0) 20 7831 7852
eti@eti.org.uk
www.ethicaltrade.org

What Is The Ethical Trading Initiative?

The ETI was formed in 1997/8 and is funded by membership fees paid by its members and by a grant from the Department for International Development. ETI is an alliance of business, trade union and development organisations committed to working together to improve the lives of workers and their families that produce goods for the UK market. ETI's specific purpose is to identify and promote good practice in the implementation of corporate codes of conduct, including the monitoring and independent verification of such codes.

ETI's members want to ensure that the working conditions of employees in the companies that supply goods to consumers in the UK meet or exceed international labour standards. The special characteristics of ETI, and the reason it is well known internationally, are its tripartite structure and its focus on learning rather than certification of auditors or labelling of products or companies. This gives legitimacy to the lessons learned about the implementation and inspection of corporate codes of labour practice.

ETI is NOT an accreditation agency nor does it perform external audits. It exists in order to share experience and promote learning about implementing international labour standards in global supply chains.

The Ethical Trading Initiative Base Code

ETI member companies commit to adopting the standards that are contained in the ETI Base Code. The ETI Base Code contains international standards derived from the relevant conventions and recommendations of the International Labour Organisation. The ILO is part of the UN family and has member governments, employer and trade union organisations from 175 countries of the world. The ILO's conventions are legally binding on states that ratify them and its recommendations are intended to act as guidelines for employment practice. Where there is a difference between the law and the Base Code, companies are expected to apply that provision which affords workers the greatest protection.

The nine provisions of the ETI Base Code are:

- Employment is freely chosen;
- Freedom of association and the right to collective bargaining;
- Working conditions are safe and hygienic;
- Child Labour shall not be used;
- Living Wages are paid;
- Working Hours are not excessive;
- No discrimination is practised;
- Regular employment is provided;
- No harsh or inhumane treatment is allowed;

JOB DESCRIPTION

Job Title: Office Manager

Responsible to: Deputy Director

Responsible for: Management of the Administration Team

Purpose of job: To ensure the ETI Secretariat develops, implements and operates robust office service, and human resource management systems that meet the needs of the ETI Secretariat and requirements of UK law. This involves managing a small team to ensure effective development, review and maintenance of all systems and procedures concerning information technology, administration and financial information, procurement, supplier relationships, and human resource, recruitment and employment.

Key Responsibilities

1. Management of the ETI office and administration team.

- 1.1. Manage ETI's relationships with its suppliers, landlord and the local authority and office service providers including cleaning contractor, bookkeeping and IT consultants. Ensure the procurement and maintenance of all necessary office equipment and supplies in accordance with ETI's purpose of decent employment standards.
- 1.2. Lead ETI's administration team ensuring work plans and procedures are in place to complete all necessary admin work. Line management of the Administrator and part-time Admin Assistant ensuring colleagues are fully able to carry out their duties and appraised against agreed targets and objectives.
- 1.3. To work closely with the Administrator and to help develop their skills in order to assist their ability to deputise in your absence in management and operation of the office administration systems for the ETI Secretariat.
- 1.4. Recruit, manage, support and train staff to assist with administrative and other tasks as may be needed.
- 1.5. Develop and maintain all ETI's electronic and paper information storage systems including ETI's contacts database ensuring they meet ETI's needs and are reviewed regularly. Develop and implement archiving and disaster recovery policies and procedures.
- 1.6. Take lead responsibility for logistical coordination of ETI's staff recruitment and selection processes, including production of recruitment schedules, co-ordination of interviewing personnel, contacting of candidates, taking up references and issuing of contracts.
- 1.7. Develop and maintain ETI's information technology needs with the support of an IT consultant ensuring quality support to ETI Secretariat. Ensure e-mail lists and other communications systems are up-to-date.
- 1.8. Working closely with the Director, take a lead role in maintaining up-to-date human resource and employment policies and that ETI maintains compliance with the Data Protection Act.

1.9. Ensure the office is clean, organised and a safe working environment for ETI's employees.

2. Management of Administrative Support

2.1. Provide/ensure PA support to the ETI Director including in-tray and diary management and carrying out short research projects.

2.2. Provide/ensure support to the non-executive Chair of ETI as necessary.

2.3. Ensure that the ETI Board members receive timely Board papers and Minutes of Board meetings and that ETI keeps an accurate record of Board proceedings.

2.4. Ensure that the administration team provides appropriate support to the Project and Communications teams as agreed. For example, this can include taking Minutes, arranging venues and catering for ETI's Sub-committees, working groups, seminars and training courses.

2.5. Ensure a professional "front-of-house" response to all telephone enquiries from the public, at events and in other public communications.

2.6. The Secretariat is a small team and all staff are occasionally called upon to support the work of others. The Office Manager will be expected to carry out administrative duties as well as manage them.

3. Management of Financial Information

3.1. Work with the Director, Deputy Director and Accountant to prepare and review annual and medium-term budgets.

3.2. Executing authorised expenditure against the ETI budget. Ensuring that invoices are both sent and received. Ensure that the staff payroll is maintained and liaise with the Bank so staff salaries are paid promptly.

3.3. Develop and maintain financial record keeping to an auditable standard. This includes liaising with the Accountant and Administrator to ensure accounts are kept up-to-date, that monthly management accounts are distributed to the ETI Secretariat and quarterly financial reports to the Board. Ensure all financial paper records are kept up-to-date.

3.4. Ensure that membership fees are collected on time.

3.5. Ensure that the funders of ETI are provided with the regular financial reports that they require.

3.6. Ensure cover for Administrator during annual leave or sickness to ensure entries onto Sage are kept up to date.

4. Support to other members of the Secretariat team:

4.1. Assisting Project Team staff in setting up meetings, including telephoning members to ensure their attendance where necessary.

4.2. Drafting Minutes for project meetings and project team meetings and submitting these to the relevant project manager within 3 days of meetings

4.3. Upon request of Project Managers, assist PMs by chasing project group members to ensure they have carried out project tasks taken on by them at meetings.

4.4. Where requested and on occasion, accompanying Project Manager on overseas trip(s) to provide in-country admin assistance.

5. Company Secretary

5.1. To act as Company Secretary and carry out duties that are commensurate with the office and statutory requirements.

PERSON SPECIFICATION

SKILL & EXPERIENCE	ESSENTIAL	DESIRABLE
	At least 5 years' recent experience of managing office administration and communication systems and dealing with suppliers.	Office procurement experience. Experience of getting discounts for non-profit making organisations or causes.
	Has been a personal assistant/providing administration support to senior management for at least two years	Has supervised and supported the work of others
	Highly computer literate in all Microsoft Office programmes. Able to evaluate ETI's information technology needs and articulate them to IT service providers.	Can operate Sage, Access and PowerPoint
	Experience of developing and managing database systems	
	Has developed and maintained record keeping and information storage systems.	
	Excellent oral communication skills	
	Experience of financial record keeping	Experience of producing financial reports
	Experience of managing others to deliver quality services.	
	Experience of human resource or personnel administration.	
	Excellent oral and written communication skills	Fluency in a second language is an advantage
KNOWLEDGE		
	Knowledge of current Human Resource and employment issues	Knowledge of company law
	Ability to write clear concise minutes	
QUALITIES		
	Flexible. Can adapt to changing work priorities at short notice, take on the ideas of others, adapt own way of working	Interest and commitment to the aims of the Ethical Trading Initiative
	Systematic. Enjoys administrative work and making systems work for others. A problem solver	
	Positive, service-oriented and helpful interpersonal communication	
	Good at multi-tasking – enjoys doing several different tasks at once	
	Experienced self-confident person. Unflappable.	

OVERVIEW OF THE JOB

Terms And Conditions Of Employment

Background

This post is being offered on a permanent contract, subject to successful completion of a 6-month probationary period, assessed by performance review after six months in post.

Nationality

This post is open to anyone who is eligible to work in the United Kingdom. Applications from those seeking a permit to work in the UK cannot be considered.

Salary

A salary of **£30,500** is offered.

Holidays

25 days paid holiday per year plus Bank and public holidays. The holiday year runs from 1 April to 31 March.

Pension

ETI will pay a contribution of 6% of your salary to an Inland Revenue approved managed pension fund of your choice (payable after 6 months, but backdated, subject to successful performance review). Alternatively, ETI has chosen Friends Provident to provide a Stakeholder contract Scheme. Membership of the scheme is on a voluntary basis and open to all employees.

Hours of Work

The post is being offered on a full-time basis. The full-time salary of £30,500 per year is based on a 5-day working week of 37.5 hours excluding lunch breaks. The ETI Office is open from Monday to Friday 9.00am until 5.30pm, required core hours of work are from 10.00am to 4.00pm.

Location

Your place of employment will be 2nd Floor, Cromwell House, 14 Fulwood Place, London, WC1V 6HZ. The post-holder will be required to work from this office the majority of the time, although ETI allows some flexibility for working remotely (eg, at home) on an occasional basis and subject to negotiation and agreement with ETI.

Medical

You may be asked to undergo a pre-employment medical examination as a condition of an offer of employment.

Other Employment Conditions

ETI is dedicated to promoting the adoption of good practice in labour standards and is an equal opportunities employer.

Application and Selection Process

All application forms should be emailed or sent to Carol Sheldon (carol@eti.org.uk), ETI Secretariat, 2nd Floor, Cromwell House, 14 Fulwood Place, London, WC1V 6HZ before **9.00 am on Monday 17 March 2008**.

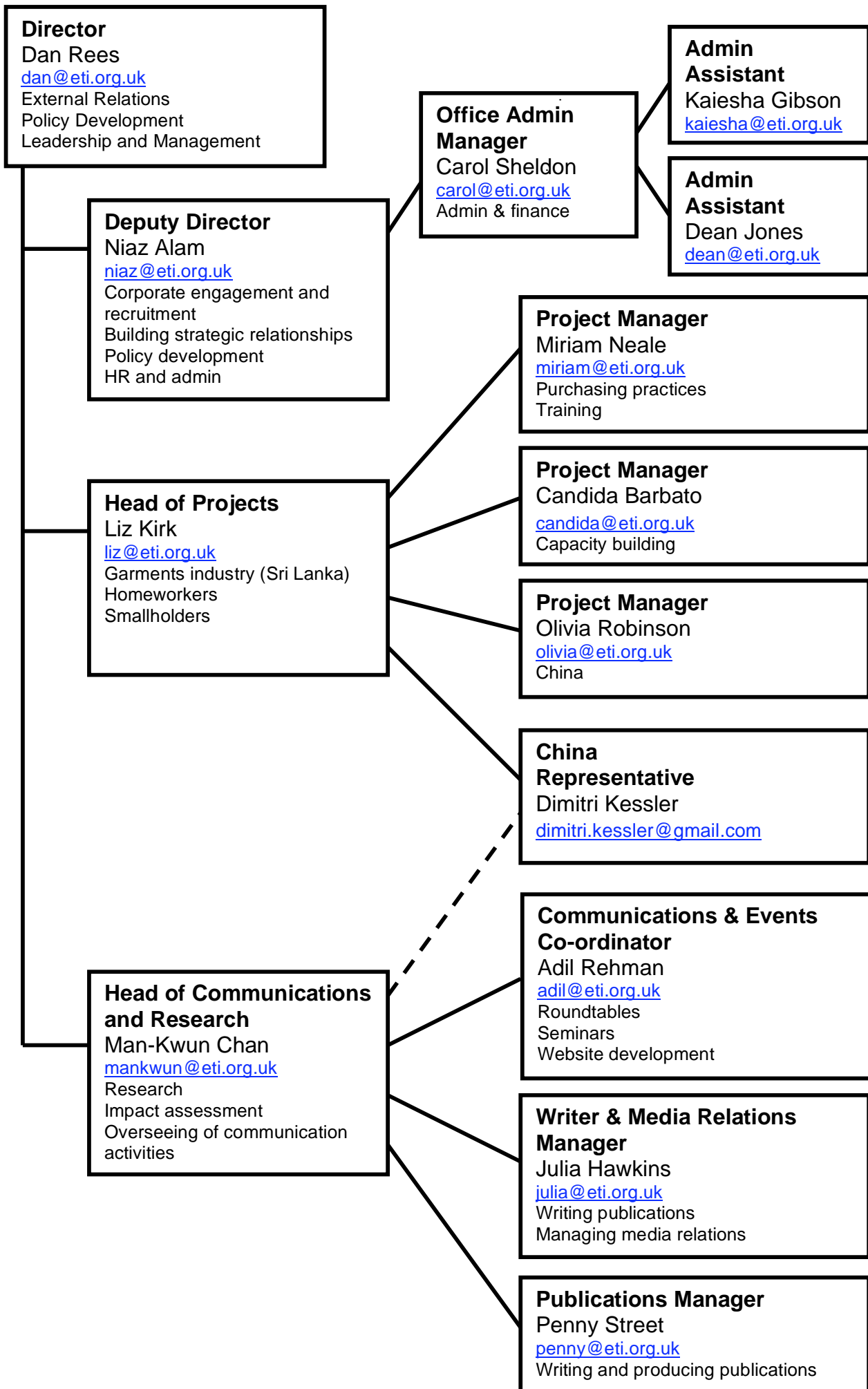
All applications will be short-listed based on the information provided in the application form. CVs cannot be accepted.

Shortlisted candidates will be informed by telephone and invited to an assessment day. The assessment will consist of a panel interview, an individual interview and activity-based exercises, and will be held at the ETI offices.

If you have any comments, queries or need to contact ETI about your application or the selection process, please contact Carol Sheldon on 00 44 (0)20 7841 5180, fax 00 44 (0) 20 7831 7852 or carol@eti.org.uk.

Candidates are encouraged to visit ETI's website www.ethicaltrade.org where much more detailed information about ETI is available.

Who's who in the ETI secretariat as at February 2008





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Equal Opportunities Employment Policy Statement

October 2004

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Equal Opportunities Employment Policy Statement

The aim of the Equal Opportunities Employment Policy is to ensure that no job applicant or employee receives less favourable treatment on grounds of sex, race, colour, religion, disability, ethnic or national origin, age, sexual orientation, marital or parental status or social class, nor is disadvantaged by conditions or requirements which cannot be justified.

The Ethical Trading Initiative will promote positive employment practices designed to eliminate discrimination, thereby ensuring adherence to the appropriate Acts of Parliament and Codes of Practice.

Policy Statement

1. All employees will be recruited, promoted, transferred and trained on the basis of ability, job requirement and fitness for the job, as defined in the Person Specification and Job Description.
2. Employees will not be dismissed or made redundant on the grounds of sex, race, colour, religion, disability, ethnic or national origins, age, sexual orientation, marital or parental status or social class.
3. Employees will not be discriminated against on any of the above grounds in performance appraisal and any performance review system introduced will reflect this Policy.
4. Employees will not be discriminated against on any of the above grounds in the affording of Terms of Employment or in the provision of benefits, facilities and services.
5. Employees will not be discriminated against on any of the above grounds in the operation of grievance disputes and disciplinary procedures.
6. Certain posts may carry genuine occupational qualifications. These will be few, and the need for such a title will be reviewed whenever such a post falls vacant.
7. The Ethical Trading Initiative will set up and maintain such records as are necessary to enable monitoring of the effectiveness of this policy. These records will be made available to any member of staff who wishes to view them.
8. A copy of The Ethical Trading Initiative Policy will be given to all new employees and the induction training of new employees will include a reference to the Policy. Additionally, induction training will point out the employee's own responsibilities under the various Acts and the appropriate Codes of Practice.

9. Necessary training to ensure the effective implementation of this Policy will be carried out by The Ethical Trading Initiative.
10. Any employee who considers that he or she is suffering from unequal treatment on the grounds of sex, disability, race, colour, ethnic or national origin, religion, age, sexual orientation, marital or parental status or social class may raise a complaint through The Ethical Trading Initiative's agreed Grievance Procedure.
11. All recruitment advertising will clearly state that The Ethical Trading Initiative is an Equal Opportunity employer.
12. This Policy will be reviewed in the light of changing legislation or guidance from appropriate bodies in conjunction with staff organisations throughout the established consultative machinery.

Policy Implementation

All staff have a responsibility for this Policy. The Manager of the Secretariat will have a monitoring responsibility.

Ethical Trading Initiative

Equal Opportunities monitoring form

Confidential

Please complete in black ink or type and return with your completed application form

In accordance with it's Equal Opportunities Policy Statement, The Ethical Trading Initiative will select new employees on job-related criteria only, that is on the ability to meet the criteria of the job as outlined in the person specification.

The questions below will help The Ethical Trading Initiative to monitor the effectiveness of it's equal opportunities policy. The information which you supply on this page will be used for monitoring purposes and will not be used in the selection process. Please, therefore, complete all questions on both sides of this questionnaire by circling the appropriate response or entering the information requested.

Name

Post applied for.....

How did you hear about this post?

- a) Advertisement in newspaper?
Which Newspaper? (please specify)
- b) Through Job Centre?
- c) through an employment agency? (please specify)
- d) From friend/relative/colleague?
- e) Internal advert within Ethical Trading Initiative
- f) Other

Age

Gender Male Female

Marital status: Single Married

Other (please specify)

Please indicate how you prefer to describe your ethnic origin.

Note: These are the categories recommended by the Commission for Racial Equality.

- a) Bangladeshi
- b) Black African
- c) Black Caribbean
- d) Black other (please specify)
- e) Chinese
- f) Indian
- g) Pakistani
- h) White
- i) Other (please specify)

*Do you consider yourself to be disabled? Yes No

Please state the nature of your disability:

*Ethical Trading Initiative encourages registration on the Department of Employment register but we do recognise that not all disabled applicants choose to do so. Our monitoring therefore covers all those who consider themselves disabled whether registered or not.