

## Job Advert | P/T Office Manager

<b>Job Title</b>	Office Manager
<b>Hours of work</b>	25 hours per week Monday to Friday, 9.30am-3.00pm
<b>Salary</b>	FTE Salary: £24,500 - £27,500 pro-rata DOE
<b>Holidays</b>	33 days per year pro-rata
<b>Location</b>	UK home-based with occasional requirement to travel

### About Ten Ten

For over 15 years, Ten Ten has been supporting the mission of Catholic and other Christian-faith schools and organisations through workshops, theatre events, film production, online resources and programmes of study.

Our name comes from the Scripture passage John 10:10 when Jesus said, "I have come that they may have life, life to the full." Through storytelling, education programmes and media content, we aim to help children and young people to 'live life to the full': enabling school communities to grow in faith, love, understanding and compassion.

A family-run, award-winning organisation, the Ten Ten team is growing and we are looking for passionate and dedicated people to be part of our mission. Please take a moment to read our document, [Working for Ten Ten Resources](#).

### Job Summary

An exciting opportunity has come up for the role of **P/T Office Manager** for Ten Ten Resources.

The successful candidate will carry crucial responsibility at very the core of operations. The mission of the Office Manager will be to maintain excellent working relationships with current subscribers through front-facing communication and backend organisation, and to provide office management support to the remote-working core team.

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We are looking for a passionate, well-organised, systems-literate self-starter with core skills in office administration and organisation.

This is a home-working role requiring occasional travel to team meetings.

## Role Responsibilities

**Resolve user-based queries** | As the first point of contact for incoming queries, you will communicate positively and enthusiastically to clients or potential clients about Ten Ten's programmes, both verbally and in writing.

**Contact management** | You will manage incoming and outgoing communication through our CRM system, produce CRM reports, and build client data. You will also manage automated feedback requests.

**Producing reports** | You will produce reports for the Management Team on a regular and ad-hoc basis.

**Payments, goods and services** | You will arrange and make payments for goods/services on behalf of the core team, as required (for example, accommodation bookings, and mailing house orders). You will sign off all payments with the manager.

**Process freelance payments** | You will receive invoices from freelancers, validate the work with the appropriate project leader, sign off payments with the manager, and send invoices for payment to the finance department.

**Banking cheques & post** | You will receive the post every week and log all incoming payments with the Ten Ten finance office and bank the cheques.

**Organise team travel and team away days** | You will plan and coordinate all team travel, research and book the optimum travel options, arrange school visits, book meeting venues and accommodation, and provide subsistence for all team members attending.

**General admin duties** | You will undertake general admin duties as required in support of the team and the working processes.

## Skills and Experience

### Essential Skills and Experience

- Demonstrably excellent organisational skills
- Clear and accurate communication skills, both written and verbal
- Experience working with databases, Excel or Google Sheets
- Ability to understand data, run reports and export results as required
- A proven aptitude to learn new software and processes
- Capacity to work pre-arranged overtime during busy periods (usually for 2-3 weeks in July and September)

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## Desirable Skills and Experience

- Knowledge and experience of school operations
- Knowledge and experience of school curriculum programmes

## Person Specification

We are looking for a team player who will join our small, high-functioning team. As a remote worker, you will be self-motivated and disciplined with your time and efforts, at the same time as building strong relationships with colleagues through video conferencing and in-person meetings. The founders and the staff are passionate about the work of Ten Ten and we are looking for someone who will also get a spark about what we do and want to be part of the team.

## Education/Qualifications (desirable)

- Certified training in Excel and/or Google Sheets.

## Personal Qualities

- Passionate about seeing children, young people, teachers and parents 'live life to the full' (John 10:10).
- Ability to maintain high standards of ethics, integrity and professionalism, both internally and through communication with clients.
- First-rate personal attributes of drive, empathy, energy, integrity, adaptability and responsibility.
- Capacity for self-reflection, humility, and a commitment to accountability, learning and personal growth.
- Able to self-motivate and work remotely.
- Able to travel and occasionally work away from home.

## Terms and How to apply

This is a remote position for a UK-based employee working 25 hours per week.

The hours of work will be Monday to Friday 9.30am - 3 pm.

The full-time equivalent salary range is £25,500 - £27,500. This will be pro-rated.

The package also includes an employer's contribution to a pension plus the FTE of 33 days' holiday per annum (pro-rated) and other benefits.

## How to apply

The deadline for applications is Friday 31 March 2023.

Applications should be sent by email FAO Martin & Clare O'Brien to:  
**[recruitment@tentenresources.co.uk](mailto:recruitment@tentenresources.co.uk)**

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Your application should comprise:

- A cover letter of no more than one and a half pages, outlining your motivation and relevant experience for the role.
- A CV, including educational and professional qualifications and a full employment history
- Daytime, evening and/or mobile telephone numbers and personal email address.

After the application deadline, a selection of candidates will be invited to interview via Zoom.

Finalist candidates will be invited to a face-to-face meeting with the Selection Panel in London.

Thank you for your interest in the work of Ten Ten Resources. Please do not hesitate to get in touch with us using the above email address should you have any questions regarding this appointment process.

For more information about Ten Ten Resources and our story, please see our website: [tentenresources.co.uk](https://tentenresources.co.uk)