



Falkland Islands Government – Job Description

Job Title:	Office Manager		
Department:	Development & Commercial Services	Section:	Administration
Reports to:	Director of Development & Commercial Services		
Grade:	Falkland Islands Government – E1	Job Code:	104PA1

Overall Purpose of the Role:

Provide effective, high level secretarial and administrative assistance to the Director and Deputy Director of Development & Commercial Services and designated managers.

Key Role Activities:

Supporting the Director, the Deputy Director, their teams and departments:

- Designing and maintaining the efficient running of the central DCS office, including data management, meetings management and filing.
- Assisting in the production of documents, briefing papers, reports and presentations.
- Managing the DCS corporate records retention schedule.
- Organising and attending meetings and ensuring the Director is well prepared for meetings.
- Organising and maintaining diaries and making appointments.
- Arranging travel and accommodation.
- Taking minutes at meetings and providing general assistance during presentations.
- Screening phone calls, enquiries and requests and handling them as appropriate.
- Meeting and greeting visitors at all levels of seniority.
- Managing and maintaining incoming email and post, often corresponding on behalf of the Director and Deputy Director.
- Managing and maintaining leave, TOIL and sickness absence records in support of the Directorate.
- Providing administrative support as needed for departments across DCS (including, but not limited to, FIGAS, Courts, Leisure Centre, Planning & Building Services, Government House).
- Carrying out background research and presenting findings.
- Liaising with clients, suppliers and other staff.

Own personal workload and responsibilities:

- Carrying out Directorate payroll, budget monitoring and control, including processing of payments, dealing with sales invoices, financial year end, and other financial processes as needed.
- Responsible with the Director for preparing the annual budget submission for Development & Commercial Services.



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Job Title:

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Key Role Activities: *Continue*

Own personal workload and responsibilities: (continue)

- Ensuring the office is well supplied, liaising with management to anticipate and manage needs.
- Undertaking delegated duties as required and working more closely with management.
- Being involved in decision-making processes.
- Responsible for administration in the Department in the absence of the Director.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.



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Person Specification:	Office Manager		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience:			
A minimum of 3 years' experience in office administration	✓		A/I
A minimum of 2 years' experience in accounts and budget control	✓		A/I
Ability to communicate effectively at all levels, both verbally and in writing	✓		A/I
Excellent customer care skills	✓		A/I
Computer literate, with the ability to use Microsoft Office programmes effectively	✓		A/I
Good organisational and prioritisation skills	✓		A/I
Able to take effective and accurate minutes at meetings.	✓		A/I
Ability to maintain confidentiality at all times	✓		A/I
Able to work effectively as part of a small team as well as on own initiative and be flexible to accommodate variable workloads with tight deadlines	✓		A/I
Sound judgement and decision making skills	✓		A/I
Experience of FIG budget systems		✓	A/I
Experience of report writing		✓	A/I
Personal Attributes:			
Mature attitude with the ability to work unsupervised	✓		A/I
Logical thinker who is willing to accept responsibility	✓		A/I
Methodical and accurate in all aspects of work	✓		A/I



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Willingness to assist in all aspects of the Department's activities as required.		✓	A/I
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Person Specification:	Office Manager		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training:			
GCSE Maths & English (Grade A-C or equivalent)	✓		A/I
A relevant ICT qualification		✓	A/I
NVQ Level 3 in Business & Administration, or equivalent.		✓	A/I
Current valid driving licence.		✓	A
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment:

A - Application Form

I - Selection Interview

R - Reference