



## Heart of the City

### Job Description: Office Coordinator

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**Reports to:**

CEO, Heart of the City Incorporated

**Purpose of Role:**

This position is the first point of contact that members and the public have with Heart of the City and it's a critical role in keeping the organisation running smoothly, and support the broad range of activities that the organisation undertakes.

**Experience**

This right candidate is likely to be someone with some experience in the commercial sector but most importantly has an energy and enthusiasm to coordinate and complement our team. Our preference is also for someone who has:

- several years support/administrative experience
- experience in communications including writing, and familiarity with web and social media
- successfully implemented systems and procedures
- lead discreet pieces of work/projects
- and budget collation and reporting experience

**Required Competencies**

Good communication skills, both written and verbal

Can work independently

Is proactive

Financial literacy is an advantage

## **Responsibilities and functions:**

### ***Responsibility 1:***

#### **Functions:**

#### ***Office Coordination***

- To be first point of contact within the Heart of the City office i.e. to ensure that all direct communications (either verbal or written) are responded to within 24 hours either directly or by way of referral to the appropriate person.
- To respond to all correspondence requirements in line with agreed timeframes e.g. agendas, minutes, proposals, Council submissions or any direct enquiries to the Heart of the City offices.
- Maintenance of Heart of the City offices to a professional standard.
- Put in place, and manage all organisational policies/practices/processes
- Manage all office supply contracts, including but not limited to cleaning, office supplies, couriers etc

### ***Responsibility 2***

#### **Functions:**

#### ***Financial Administration***

- Collation and coding of invoices for approval and monthly payments.
- Running and maintenance of accounting package.
- Preparation of monthly account payment (cheque run and internet banking) for signatories.

### ***Responsibility 3:***

#### ***Functions***

#### ***Communication/Membership***

- Deliver the HOTCity B2B members communications programme, including maintaining communication calendar, regular EDM's, the HOTCity website
- Handling of day-to-day membership enquiries – directly at reception, by telephone, email or by correspondence.

- Maintenance and updating of membership database.
- Coordinate HOTCity members events/forums & minute taking

#### ***Support***

#### ***Responsibility 4***

##### ***Functions:***

- Administer Board meetings: including distribution of Board papers, minutes and point of contact
- CEO: primary support of CEO, including correspondence, diary and meeting management
- Support Ambassador Team Leader, and other members of the team where necessary
- With the support from the Centre Manager, review and provide feedback on film, utility and event applications from the city centre

#### ***Coordination***

#### ***Responsibility 5***

- With support from the Centre Manager, coordinate key programmes such as Barwatch and Storewatch including regular communications to participants, facilitating regular meetings between stakeholders, and identifying and acting on areas for continual improvement to the project
- With support from the Centre Manager, manage the Pedestrian Counting System, including contract management, produce regular pedestrian count reports manage any associated issues.