

Role Title

Office Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administration and Financial management	Locally Appointed Grade G/6	Lusaka	4 years contract	Country Director

Role purpose

The post holder is responsible for the provision of efficient and effective administrative, financial and facilities support. The Office Administration Manager will be responsible for the timely and accurate recording of accounting transactions and adjustments, making sure that all corporate and audit standards are achieved. S/he will render support with human resources administration tasks ensuring proper record keeping in country. S/he will support facilities as required by the country office to ensure an efficient, secure and appropriately controlled operating and working environment, delivered to British Council corporate standards. The post is part of the senior management team and is key to the successful delivery of the overall British Council Zambia operation.

The job requires a well-organized, adaptable, self-starter, with great attention to detail and good communication skills.

The post holder will line manage the Office Administrator.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

The Zambia office is part of the British Council's SSA region and is active across the spectrum of project and partner activity in Exams, Society, Education and English. Our finance function currently manages funds in excess of **£7 million** per year and services over **25** staff member stakeholders within the office.

Our focus is on delivering excellence to the customer in order to achieve maximum impact as well as integrating all aspects of our work regardless of how they are funded.

HR services are remotely delivered by the cluster HR lead, with some elements requiring management or delivery in country; the Office Administration Manager will be the key contact for liaison with the cluster HR lead and will be responsible for the fulfillment of any in-country tasks.

Main opportunities/challenges for this role:

The post requires:

- Generic financial management and administrative skills;
- Demonstration of a clear understanding of risk management;
- Have experience of procurement and supplier management;
- Understanding of contracting for services and goods to corporate standards;
- Familiarity with corporate HR standards;

Main duties and accountabilities:

The main duties of the posts are:

Financial accounting support:

- With support from the Office Administrator, provide basic finance services, i.e. payroll management, petty cash management, PO rising.
- In support to the Zimbabwe/Zambia Senior Accountant and Accountant, to maintain office accounting systems. All financial and related systems maintained to the standards of Essential Finance and other key regulations, in collaboration with the Country Director.
- Provide advice on the submissions of cash flow
- Support Exams with income posting and reconciling
- Manage the banking process which includes an on-line system and ensure all criteria with FCCF are fully compliant. Liaising with the respective stakeholders in the business, the Accountant and Shared Services in providing necessary documentation.
- Invoices scanned and sent to the HUB daily to ensure vendors are paid on time
- Download bank statements as necessary
- Assist in collating cash flow estimate information from activity managers
- Ensure file management of key documents including contracts, invoices,

delivery notes etc.

- Maintenance and reconciliation of petty cash.
- Monthly payroll preparation and related transactions; ensure that SAP has been updated with payroll amounts each month; ensuring quarterly and annual tax returns are done.
- Provide support as required during the month-end processes; (Pre-closing, Reviewing, Closing and Reporting).
- Assist Accountant with preparation of monthly/yearly returns to local authorities; includes filling and following up tax refunds from authorities. i.e. VAT.
- Co-ordinate collection of vendor statements to enable monthly creditor reconciliations
- Support the Accountant in processing staff vendor's reconciliations, staff debtor management; e.g. reconciliation of mobile bills.
- Assist in monitoring the existing data on vendor line item display on SAP in order to ensure that planned remittances can be processed.
- Monitor Gross framework Purchase Orders for BSS.

Human resource administration:

Data and records

- Work with line managers and Cluster HR managers to ensure accurate attendance and leave records for all staff members

Recruitment support

- Ensure that British Council recruitment policies and procedures are followed throughout the directorate; support recruiting managers in advertising new jobs and in arranging interview panels.
- Ensure that recruitment documents are kept/filed in accordance with Recruitment Audit Checklist.
- Support the cluster HR manager and line managers in the process of effective on-boarding, joining and induction for new joiners.

Staff welfare

- Advise and provide support to line managers to ensure that flexible working and TOIL are managed according to British Council policies
- Assist all colleagues in ensuring that TACOS and all other corporate HR standards are complied with

Facilities and Resources Management

- Oversee management and maintenance of British Council premises in Zambia
- Act as Co-ordinator for Information Knowledge Management and ensure implementation of regional plans for the country office
- Monitor usage of company mobile phones and to ensure all reimbursements are reflecting in the relevant WBS elements
- Oversee the provision of professional, cost-effective and quality contracted services for premises, maintenance and security (with advice from the BHC security manager), providing a comfortable, healthy and safe working environment for all staff.

- Coordinate the Business Continuity Plan and fulfill any role specified for the Office Administration Manager within it
- Oversee the overall smooth functioning of all in-country Hardware, Software and Networking. Act as the IT Country elevated user. Liaise and collaborate with IT Hub and Business Solutions on all in-country IT issues and projects.
- Ensure a good Audit rating is achieved in all financial processes. Proactively identify weaknesses in controls and recommend remediation to ensure a good audit rating is achieved.
- Act as EFT coordinator for the directorate and meet corporate requirements for returns

Procurement

- Post holder is the procurement process owner (until further notice)
- Manage the procurement process and supplier negotiations/relations for the Zambia operation.
- Act as 'Contract owner/manager' for all contracts on behalf of the operation and the Director
- With guidance from the regional procurement manager, lead the sourcing process and design specific tendering strategies in line with the British Council global policy including tendering, negotiating and awarding the contracts; managing the supplier and stakeholder relationships; and developing the evaluating criteria and evaluating the bidder responses; running bidder clarification workshops, managing the contractual process to award of contract and change; developing supplier risk plans and liaising with other colleagues as appropriate;
- Responsible for monitoring budget holder compliance with the procurement plan to ensure all procured goods, works or services are within the approved budget;
- Manage supplier approval process through the application of a thorough qualification process;
- Manage the supplier and stakeholder relationships and negotiating supplier agreements;
- Ensure that the approved supplier list, spend analysis, market testing and best practice are shared within BC Zambia are actively used;
- Ensure resolution of issues related to vendor performance in delivery of goods and services;
- Oversee monitoring and evaluation of vendors through supplier performance metrics and proactive management of the results. Manage supplier non-conformance and supplier audit;
- Monitor compliance with corporate procurement policies and standards, code of conduct, operating guidelines and local regulations;
- Lead the process of monthly assurance to ensure there are controls against risks;
- Ensure quarterly reporting of procurement-related risks at the Enterprise Risk Management Meeting;
- Support teams with the planning of expenditure and ensure that a good knowledge of procurement, and their application, is maintained by all staff, including organisation of training interventions where required;
- Implement audit recommendations from both the internal and external auditors;

- Ensure proper management of assets and inventory

Any other duties that may reasonably be requested by your line manager, for example: ad hoc requests from the cluster, India or London, assisting with preparing for NAO and Internal Audit visits, external auditors' requests, any special change projects or initiatives to change procedures, etc.

All duties are to be carried out in line with British Council EDI, Child Protection, Health and Safety, Information Knowledge Management, and IT & Communication policies

Key Relationships:

Internal

Country Director, Accountant, in-country team members and shared services, HR Lead

External

Vendors, customers, auditors and bank

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Very limited travel – less than 10%

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Must have the right to live and work in Zambia	Shortlisting
Direct contact or managing staff working with children?	No	N/a
Notes		
Person Specification:		Assessment stage
Qualifications		
Minimum / essential	Desirable	Assessment Stage
▪ Part qualified chartered	▪ Full accountancy	Shortlisting

accountant (ACCA/CPA/CIMA or equivalent), post graduate diploma in business or any other relevant field.	qualification or any other relevant degree	
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Programme and Project Management <ul style="list-style-type: none"> Proven understanding and experience of financial management and administration. 	Experience of managing a finance function and middle management of a unit.	Shortlisting & Interview
Role Specific Skills (if any)		<i>Assessment Stage</i>
<p>Communicating and influencing. (Level 2): Relates communications to circumstances. Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Managing projects.(Level2) Analyses project data Examines project data and performance, reporting on progress and recommending corrective action as needed.</p> <p>Finance and resources Management. (Level 2): Uses financial systems and processes: Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p> <p>Managing Risk (Level 1) Follows good practices <i>Demonstrates understanding of risk management policies and procedures and record of following them.</i></p> <p>Commercial and Business Development(Level 1) Reviews data <i>Applies a range of standard analytical techniques to support business development – e.g. pricing tools, revenue tracking, monitoring sales prospects, audience figures or profit margin.</i></p>		Shortlisting AND Interview
British Council Behaviours		<i>Assessment Stage</i>
<p>Creating Shared Purpose- (More Demanding) Creating energy and clarity so that people want to work purposefully together</p> <p>Connecting with Others – Essential: Making regular opportunities to understand others better.</p> <p>Shaping the Future (Essential) Looking for ways in which we</p>		<i>Interview</i>

<p>can do things better</p> <p>Working together – More Demanding: Ensuring that others benefit as well as me</p> <p>Making it happen – More Demanding: Challenging myself and others to deliver and measure better results</p> <p>Being Accountable – More Demanding: Putting the needs of the team or British Council ahead of my own</p>	<p>Not assessed at interview, only in Performance Management</p>
Prepared by:	Date:
Wayne Harper – Country Director, Zambia	31 st August 2017