Job Description and Person Specification

Operations Officer (Finance & Trademark)

Title: Operations Officer (Finance & Trademark)

Area of Responsibility: Finance; Administration; Trademark Approval

Reports to: Executive Director and Business Development Manager

Contract type: Full-time; Permanent, (subject to successful completion of a probationary period).

Salary: From £21,828 p.a. pro rata

Location: Llanidloes/Home-based, with very occasional travel within the UK. Although this role may initially be home-based in line with the Welsh Government’s COVID guidance, once restrictions are lifted, the successful applicant will work from the FSC UK office in Llanidloes as required. The organisation will offer a hybrid working model for your place of work of both office and home-based working arrangements

Hours: 35 hours per week

Working Days: Monday to Friday

Application Process

Please send a CV and covering letter, outlining how you meet the criteria stated in the Person Specification and the responsibilities of the role. Please do not include photographs of yourself within your application. Applications submitted directly through Indeed or similar job sites will not be accepted.

We expect your CV to be honest and accurate. Before offering this post, we will check material facts recorded on your CV and covering letter. Please note, we will need to see documentation regarding your right to work in the UK before the commencement of any employment.

The deadline for applications for this post is 9am on 6th April 2022. Interviews for short-listed candidates will be held online during the week commencing 25th April 2022.

Please submit your application by email to: support@fsc-uk.org
Introduction to the role:

The Forest Stewardship Council (FSC®) is an international organisation dedicated to ensuring that forests are managed in a responsible manner across the globe. FSC UK, based in Llanidloes, Powys, is one of the larger national offices. FSC UK is a registered charity responsible for promoting the FSC’s aims and objectives throughout the United Kingdom.

We are seeking an Operations Officer to provide general administrative support to the organisation with particular focus on financial and office administration. The Operations Officer will also assist FSC’s work with our licence holders and to drive the demand for FSC certified materials. Full training will be provided for the licence holder support work.

This role will be best suited to a methodical and conscientious individual with experience of book-keeping/financial administration within a small charity or business. A willingness to undertake a variety of tasks will be essential in contributing to the smooth and efficient running of the FSC UK office. Attention to detail will be paramount to this role, as will be a proven ability to maintain effective working relationships and indeed to enjoy doing so.

If you have experience in a financial administration role and want to join a small but ambitious team of people who are dedicated to FSC’s mission of Forests For All Forever then this role may be for you.

Main purpose and responsibilities of the role:

The Operations Officer reports to the Executive Director (ED) and Business Development Manager (BDM). The purpose of the post is to undertake financial and office administration responsibilities and to support the work of the Business Team. The Operations Officer will help ensure the smooth running of the office and the organisation. The work will include accounts administration (using SAGE), issuing and payment of invoices, updating cash-flows and preparing accounts for the auditors; providing office administration, including liaising with service providers; acting as a Trademark Service Provider and approving trademark use by Promotional Licence Holders; and supporting the staff team and trustees. The Operations Officer also provides administrative support to UK based members of FSC.
## Person Specification:

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| **Knowledge and Experience** | - Experience of book-keeping/financial administration  
- Administrative/clerical experience  
- Good understanding of Microsoft Office  
- Degree or equivalent level of knowledge and experience  
- Experience of communicating effectively and accurately both in spoken and written form | - Experience of SAGE or similar software  
- Experience of using a CRM database such as Salesforce |
| **Skills and Abilities** | - Attention to detail and ability to undertake and manage accurate recording and reporting of information  
- Effective time management and organisational skills with the ability to prioritise workload  
- An excellent phone manner and ability to remain calm and objective when under pressure  
- A quick learner  
- Ability to work on own initiative but happy to follow instruction and accept guidance  
- Excellent interpersonal skills to maintain good working relationships. | |
| **Personal attributes** | - A positive attitude towards routine tasks and business administration  
- Able to work as part of a small and dynamic team  
- Patient and polite but firm and assertive where appropriate  
- Friendly and professional manner  
- Able to relate to the mission and values of FSC UK and work towards its strategic objectives | - A positive, enthusiastic attitude  
- Relate to the ethos of responsible sourcing of forest products  
- A good sense of humour |