



OFFICE MANAGER

JOB DESCRIPTION



THE GURKHA WELFARE TRUST

The Gurkha Welfare Trust provides vital support to Gurkha veterans, their families and communities in Nepal.

We have been working in Nepal for nearly 60 years, delivering essential financial and medical aid to Gurkha veterans and widows, and working with local communities to provide access to clean water and education. We also build earthquake-resilient homes for our most vulnerable pensioners. We operate through 21 Area Welfare Centres (AWC) spread across traditional Gurkha recruiting areas in Nepal, as well as one in India. We have over 500 staff working in the region.

Our UK office is in the historic Cathedral city of Salisbury and is the base for our Fundraising, Marketing & Communications, Finance and Administration teams. We also have two Gurkha Welfare Advice Centres (GWAC), in Salisbury and Aldershot, which offer advice and support to retired Gurkhas and their families who choose to settle in the UK.

VALUES AND STANDARDS

The Trust is a registered charity, regulated by the Charity Commission in England and Wales as well as being registered with Companies House as a Trust Limited by Guarantee. In addition, the Trust is registered with the Fundraising Regulator (FR).

OUR VISION

Gurkhas living with dignity

OUR PURPOSE

The Gurkha Welfare Trust provides welfare, medical and community support to Gurkha veterans, their families, and their communities, enabling them to live with dignity.

OUR VALUES

Respect for others

We are one team with one goal; we treat all others with decency, fairness and respect at all times.

Selfless Commitment

We constantly strive to improve the quality of the service we offer and always put the welfare of our beneficiaries first.

Integrity

We aspire to the highest standards and will re-evaluate our policies and practices to ensure that we comply with the law and best practice.

Transparency

We will abide by legitimate working practices and ensure financial transparency and accountability in all that we do.

Responsibility

We will follow through on promises and always finish what we started.



OFFICE MANAGER

THE ROLE

We are seeking a highly organised and proactive Office Manager to provide comprehensive administrative, office management, IT coordination, and executive support across the Trust.

Working closely with the Chief of Staff, you will play a central role in ensuring the smooth and efficient running of the organisation, delivering high-quality support to staff, Trustees, and visitors alike.

If you are a proactive individual seeking an opportunity to make a meaningful contribution and support the Trust's important work, we would be delighted to hear from you.

Role	Office Manager
Place of Work	Salisbury, Wiltshire
Salary	£35,000 - £38,000 pa depending on experience
Contract Type	Permanent subject to satisfactory completion of a probationary period of six months
Hours of Work	• Full-time (37.5 hours per week) • Hybrid working opportunities are limited due to the nature of the role, which requires regular attendance in the office
Annual Leave	25 days plus Bank Holidays
Other benefits	• Generous contributory pension scheme with up to 10% employer contribution • Enhanced maternity/paternity pay scheme • Trips to Nepal to experience the Trust's work first-hand • Access to employee assistance programme (EAP) • Free on-site parking
Interviews	We will hold interviews as/when suitable applications are received

MAIN DUTIES AND RESPONSIBILITIES

- **In liaison with the COS, to provide day to day administrative and office management support to the Trust staff. Responsibilities include:**
 - To act as the Trust's initial point of contact for all general and business enquiries and providing support in handling enquiries regarding Trust fundraising activities.
 - To ensure that the office and its associated infrastructure is maintained in good order and in accordance with the terms of the lease. To liaise with the landlord's agents and Cross Keys House management staff as and when required over maintenance/repair matters.
 - To coordinate the routine administration of the office, to include the Gurkha Welfare Advice Centres. This task includes:
 - The arrangement and provision of all administrative and other support to Trust meetings and conferences, both in the office and elsewhere.
 - The coordination of travel arrangements for Trust staff in support of their responsibilities and duties as well as GWT(Nepal) staff visiting UK. This includes both land and air travel.
 - The opening of all mail and its distribution to relevant members of staff.
 - The arrangements for the disposal of office waste.
 - Coordination of the office diary.
 - To provide administrative and other support as required for Trustees, to include the coordination of their travel arrangements in support of their responsibilities as Trustees.
 - Specific responsibilities include:
 - Supervision of the office cleaning and telephone contracts.
 - The timely provision of all supplies to sustain the office and its staff.
 - Supervision of the arrangements for the receipt and despatch of all mail, to include day to day oversight of mail contracts with the Royal Mail and other carriers.
 - To coordinate the procurement and installation of key equipment, including computers, phones and office furniture.
 - To maintain the office equipment register.
 - Being the named office credit card holder and accountable for its use.
- **To act as the Trust's IT Manager by:**
 - Acting as the initial point of contact and interface between the Trust and the designated IT provider for the purpose of procurement, maintenance and repair.
 - Maintain the Trust's register of IT software licenses required by the Trust.

- To provide secretarial support to the Trust's COS, to include management of the Trust diary.
- To support the DCOS in his/her responsibilities for ensuring that office practices, procedures and equipment conform to the Health & Safety at Work (HASAW) legislation, to include appropriate fire regulations.

KEY SKILLS, QUALIFICATIONS AND KNOWLEDGE, AND PERSONAL ATTRIBUTES

- A confident, dynamic and decisive individual, capable of demonstrating strong administrative skills.
- A proven ability to work in direct support of the senior management team and a diverse company of Trust employees and stakeholders.
- Must be an accomplished secretary capable of acting on behalf of senior management when required. Must have the personality to communicate confidently and effectively in a cordial and friendly manner at all levels of the staff structure. Tact and a sense of humour are key attributes.
- Must demonstrate excellent written and oral communication and interpersonal skills at all levels and the ability to manage sensitive and confidential information with discretion.
- Must be fully computer literate, to include a thorough understanding of Microsoft Office and its various applications and administrative functions.
- Must be able to share and contribute to the ethos and vision of the Trust.

QUERIES

If you have any questions over the job description or terms and conditions, please get in touch with us:

- T: 01722 323 955
- E: hr@gwt.org.uk

Please note we may close this vacancy when sufficient applications have been received.

TO APPLY

To apply for this position, please send your CV and supporting statement addressing the person specification to our HR team at hr@gwt.org.uk