

## **Office Manager - Part-time 32 hours p/w**

Child Helpline International - Amsterdam <http://www.childhelplineinternational.org>

Child Helpline International is the global member network of child helplines, working to protect the rights of the child. We work in around 160 countries and are founded on the belief that children and young people not only have rights, but that they alone are the best individuals to identify their problems if they are equipped with the proper tools.

### **The role of Office Manager**

The **Office Manager** is responsible for administering the day-to-day operations of this small but busy organisation. A key aspect of the role is to provide support for the Executive Director and Head of Operations.

The ideal candidate will be familiar with all areas of administration and able to assist the Head of Operations in planning and administering all aspects of CHI's operational activities.

Duties include:

- Implementation of a Customer Relationship Management system.
- General administration and record keeping.
- Office management: overseeing contract cleaners, liaison with landlord etc.
- Ordering consumables.
- Arranging catering.
- Preparing contracts.
- Travel & ticketing: booking flights and accommodation in line with budgets.
- Front of house and reception.
- Preparing meetings and taking minutes.
- Assisting the Executive Director and Head of Operations with their day-to-day activities.
- Preparing quarterly reports.
- Administering petty cash.
- Adhoc tasks when necessary

The successful candidate will play an important supporting role in the organisation.

### **Requirements**

- Proven work experience in administration.
- Proven experience in travel logistics.
- Excellent verbal and written skills in English. French/Spanish/Arabic are a strong plus.
- Excellent knowledge of Microsoft Office.
- Ability to handle multiple tasks and to work under pressure.
- Ability to work independently in an international, hectic and challenging environment.
- Proven analytical skills
- Flexible, customer focussed attitude

*Only candidates in possession of a valid work permit for the Netherlands will be considered.*

### **General Information**

Child Helpline International is based in the centre of Amsterdam. We are currently a team of sixteen comprising of ten different nationalities. The initial contract period will be for six months with planned extension depending on performance.

**Salary Indication**

€22,500 - €24,000 (based on 32 hours) dependant on relevant experience.

For further information, please contact Helen Mason – Head of Operations. Applications (CV and covering letter) should be submitted by latest 30 November 2011 to:

[helen@childhelplineinternational.org](mailto:helen@childhelplineinternational.org)

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