



Appointment Pack for Office Manager 2025

Welcome

Thank you for your interest in The Seafarers' Charity, the leading maritime welfare grant-making charity.

For over 100 years, we have been the central fundraiser and grant maker for maritime welfare. As a truly independent charity, we always put seafarer welfare first.



We raise funds in order to make impactful grants, informed by our deep knowledge of the sector. We are the only global maritime grant-funder that supports all those who work at sea, whatever their seafaring profession.

We are recruiting for the role of Office Manager within our Team on a full-time basis

The position is suited to a proactive individual who enjoys being the go to person in the Charity.

This is an exciting and diverse role; we are looking for an all-rounder who is proficient in multi-tasking and problem solving to effectively manage the office operations. You will be encouraged to identify and work on new operational projects that will enhance the organisation.

We are looking for an experienced and confident individual, In this the role you will be the central point of contact for H&S and Facilities management proactively overseeing all aspects of facilities maintenance, and managing contractor relationships.

You will be able to provide a warm and friendly environment for our visitors and assist with administration and meeting support for our guests

You'll be joining a diverse, friendly, committed team of about 20 staff. We work on a hybrid basis, with a minimum of 3 days per week in the office. There are regular organisation-wide staff meetings at the office to ensure opportunities for people to get to know each other face-to-face, plus smaller departmental team meetings, and cross-organisational working groups.

You will have an important part to play in helping us to achieve our ambition of seeing seafarers are free from need as is possible. If you join us, you will have the opportunity to make a real impact and be part of our success story.

About

The Seafarers' Charity

Who we are

The Seafarers' Charity has been improving the lives of those who work at sea, and their families, for over 100 years. Established in 1917 as The King George's Fund for Sailors, to support the families of seafarers lost at sea during World War One, we support seafarers throughout their seafaring careers and beyond. We are the largest independent grant funder of maritime welfare charities – with at least £2 million in funding injected into supporting the safety and welfare of seafarers each and every year.

Our vision and mission

Our **vision** is a world where seafarers and their families are free from need and disadvantage.

Our **mission** is to tackle the disadvantages of seafaring life by leading collaboration, funding and advocacy to improve seafarers' lives.



What we do

We are built on two foundational pillars: **fundraising** and impactful **grant-making**. For over 100 years, we have been the central fundraiser for maritime welfare. As a truly independent charity, we always put seafarer welfare first. We raise funds in order to make impactful grants, informed by our deep knowledge of the sector. Our long history of fundraising and funding key maritime welfare service providers positions us at the heart of an 'ecosystem of support' within the maritime sector.

We award funding to support a diverse range of partner organisations to deliver vital, targeted help where it's needed most. We fund the essential cost of a strong network of maritime welfare services across the global sector, and – crucially – tackle seafarer hardship in all its forms; at sea and on land.

Our fundraising efforts see us both reaching out to interested individuals and partnering directly with industry and other bodies. We value the importance of reciprocal relationships: delivering a back and forth dialogue that brings learning and understanding for us and our partner organisations. This includes gathering evidence and data that can help us champion and advocate for seafarers more effectively, identify new areas to target, and raise more funds. By celebrating and sharing the results of our grant-making, we aim to continuously increase our fundraising – and continuously grow our impact.

Our Strategy

The long-term impact we want to achieve

Put simply, we believe a career at sea should be fulfilling, rewarding, safe, and free from the unique hardships that can be part of a life on board. Everything we do is about charting a course to make this a reality. We want to drive improvements in the lives of seafarers globally – these are set out as five strategic outcomes to support long-term impact, and achieve:



**Better working
lives at sea**



**Safer working
lives at sea**



**Enhanced financial
resilience**



**Increased health
and wellbeing**



**Improved social
justice**

Our strategy looks ahead across 2024-2030, establishing the following three key pathways, creating a clear direction of travel for our Charity, without losing the great work underway in delivering against the existing framework:

- Preventing hardship: Amongst our grant recipients, we fund charities and non-profit organisations that provide a vital safety net in times of crisis, but ultimately our vision is for a world where rescues are not needed, and charitable support delivers more than a short-term, or one-off response.

- Advocating for action: Industries and governments have a vital role to play in ensuring that working at sea is a rewarding and safe career, whatever form it takes. Where we see gaps in industry action or in regulation or enforcement, we will work collaboratively, use our convening powers and our voice, and advocate for improvements to seafarers' safety and welfare at sea.

- Global impact: We recognise that seafaring, by nature, is a global occupation. With seafaring careers taking men and women all over the world, and seafaring communities based in many different countries, our remit is broad and reflects the scale and breadth of the industries and people we support. Our focus will increasingly be on preventing the causes of hardship experienced as a consequence of working at sea. We will better understand where opportunities to act preventatively exist, and we will assess our impact through this lens.

Living our Values

Crucially, we continue to be an organisation that is proud of not shying away from tackling difficult and complex systemic challenges – we fund research to understand the issues we work on, and then we use our voice, our convening power, and our willingness to collaborate, to bring positive change for seafaring communities. Through this approach, we work by – and exemplify – our values. We are:

Driven by integrity

We do the right thing. Compassion and transparency are embedded in how we work.

Innately collaborative

We inspire a culture of creative partnerships to achieve the best impact and outcomes.

Proudly innovative

We embrace effective new ideas and ways of working.

Bold in our decisions and actions

We ensure impact through brave and well-considered decision-making.

The 'Ecosystem of Support'

The Seafarers' Charity's long history of fundraising and funding key maritime welfare service providers positions us at the heart of an 'ecosystem of support' within the maritime sector. To bolster this ecosystem and deliver wider benefit across the maritime sector, we convene, commission research, share knowledge, and use our voice to advocate for seafarers. We recognise our role in strengthening and growing the whole network of support for seafarers.



Equity, Diversity, and Inclusion

The Seafarers' Charity recognises and harnesses the importance of Equity, Diversity and Inclusion (EDI) and is signed up to the [Diversity In Maritime Charter](#) and committed to a policy of promoting equality of opportunity, by providing an inclusive workplace where individual differences are valued and respected. We recognise that equality is not simply about treating everyone the same and that equity is key, making appropriate adjustment to ensure equal opportunities for all. We have a staff led EDI working group that meets monthly and have staff 'lunch and learns' to push forward our work on EDI within our organisation.



In short, we embrace anyone and everyone who work for us, or we work with... in the services we provide. We strive to eliminate any processes with unfair treatment or discrimination (whether direct or indirect) and will not tolerate any discrimination relating to issues of equity, diversity, or inclusion.

We encourage applications from all regardless of age, sexuality, socio-economic background, disability, ethnicity, gender, religion, or beliefs. We are committed to building a culture of belonging and inclusion and this is reflected in our policies, practices, and diversity in maritime networks and supported by our Board.

We are a family friendly organisation, and we encourage flexible working as we want our employees to achieve a healthy work-life balance. Currently our employees are working flexibly with 3 days in the London office per week.

How to apply

If you are interested in applying, please send a current CV (no more than three sides) and supporting statement - which should outline your suitability in relation to the Job Specification, along with your motivation for applying for the position to recruit@theseafarerscharity.org with reference OM2025 in the subject line.

Closing date: Applications will close **5pm Wednesday 1 October 2025**

Salary & Benefits

Remuneration: £32,000 per annum

Contract: Permanent 35 hours per week (minimum of 3 days per week in the office)

The rewards package also includes:

Holiday entitlement

- 30 days + public holidays pro-rata

Pension and Other Benefits

- Auto-enrolment to group pension scheme (7.5% employer contribution, 5% employee)
- Health cash plan (HSF) or Healthcare Membership scheme (Benenden)
- Season ticket Loan
- Access to the Employee Assistance Programme
- Hybrid working
- Life Assurance Scheme

Location: the charity is based at:

8 Hatherley Street
London
SW1P 2QT

JOB DESCRIPTION

1. Primary Role:

To ensure the effective, efficient and safe operation of the Office at 8 Hatherley Street, London, by being the central point of contact for H&S as well as providing administrative support, and working with the Internal Operations Director (IOD) for the management and evaluation of outsourced contracted services including IT, cleaning and facilities maintenance.

Overseeing rental agreements for property at 7 Hatherley Street and oversight of contractual works carried out at these premises.

2. Principal Tasks:

1. Manage the day-to-day running of the office at 8 Hatherley Street to provide an effective service supporting staff and a welcoming environment for external visitors.
2. Manage appropriately incoming enquiries from the general public either through the switchboard or via the charity's email liaising with specialist staff as required.
3. Assisting with sorting post appropriately
4. Setting up/clearing meeting room for external meetings including ordering lunches, and setting out lunches for guests.
5. Administrative preparations for the Annual Meeting liaising with staff and external authorities as appropriate.
6. Act as The Seafarers' Charity Archivist, recording and establishing a detailed catalogue of The Charity's existing collection of historical material, and establish a system for the maintenance of a regular archive of all relevant future documentation for retention, protection, retrieval, transfer, and disposal of records.
7. Prepare and update welcome packs for new members of staff and carry out induction briefings on Health and Safety and Office procedures.
8. Oversee adherence to office policies and procedures
9. Assist the Internal Operations Director in the maintenance and update of the Staff Handbook and HR procedures and policies.
10. Implement procedural changes to improve operational efficiency
11. Manage relationships with office vendors, service providers, ensuring that all items are invoiced and paid on time.
12. Assist with the event management for The Annual National Service for Seafarers in St Paul's Cathedral

3. Principle Tasks Office facilities

1. Be the point of contact for, ensuring statutory compliance and all building maintenance and development matters.
2. Plan the maintenance and facilitate repairs to the building at 8 Hatherley Street and the common parts of the flats at 7 Hatherley Street in order to minimize BAU disruption.
3. To manage all suppliers against contractual SLA's relating to premises management, Health & Safety and building operations, organise repair or replacement of office equipment ordering of supplies ensuring best value for money
4. Work with the IOD on Budget Management - Assessing and forecasting financial expenditure, including comparisons of actuals to budget.
5. Communicate with managing agents in respect of the flats at 7 Hatherley Street, ensuring compliance with Health and Safety legislation and that all necessary maintenance and repairs are carried out in a timely, efficient and cost effective manner.

4. Principle Tasks Health and Safety

1. Overall responsibility and compliance of the Charity's H&S, promoting a positive health and safety culture making sure staff are aware of the importance.
2. Be a First Aid Officer and Fire Officer for 8 Hatherley Street
3. Keep up to date with changes in current legislation and implement such changes where relevant. With the guidance from H&S support company, Bring to the attention of the Leadership Team any relevant new legislation.
4. Using the outsourced support maintain the health and safety policies, arrangements and procedures.
5. Monitor the compliance with the Charity's Health and Safety Policy and procedures and formally advise managers on areas of non-compliance.
6. Establish procedures associated with health and safety training needs for staff and maintain records of training undertaken.
7. Conduct "risk assessments" as required by legislation and are reviewed at relevant intervals and to maintain records of the same including but not limited to Office, Fire display screen equipment, manual handling, lone working, pregnant workers, young workers etc.
8. Ensure that all accidents and near misses are reported and investigated in accordance with the Charity's policies
9. Ensure procedures are in place associated with all facilities legal and other obligations including fire safety, building, structures, building accessibility, mechanical and electrical building engineering services.
10. Carrying out regular site inspections to ensure compliance across the charity is being adhered to. And prepare for annual external inspection.

11. Identify opportunities for continuous safety improvement within the Charity and assist the Leadership Team in their implementation

5. Principal Tasks: IT

1. Be point of contact for IT support company have IT awareness to undertake basic tasks such as provision of hardware and reporting faults.
2. Maintain inventory of, hardware, manage software licensing and follow proper procedures for the disposal of electronic assets.
3. With the assistance of IOD implement working practices and security protocol with the IT provider
4. Arrange new user set up and leaver decommissioning with IT provider
5. Working with the IOD and service providers ensure Cyber Security is constantly maintained and staff are up to date and trained.
6. Ensure backup system and disaster recovery procedures are followed and maintained.

6. WIDER ACCOUNTABILITIES

At The Seafarers' Charity we work collaboratively by:

1. Actively learning and developing to stay up to date with developments in our area of expertise and to meet the changing need of the job and charity by participating in appropriate learning activities including data protection and information security.
2. Encouraging and supporting the development of others, and the charity, by engaging in and contributing to learning opportunities and sharing of knowledge.
3. Representing the charity in a positive and professional manner with both internal and external stakeholders and in doing so enhancing the work of the charity and its overall reputation.
4. Ensuring compliance with the charity's policies, procedures, and contract of employment.
5. Undertaking any other duties that may be required in the furtherance of our objectives. If there is a requirement to carry out duties out of office hours, this is to be arranged in accordance with current procedures.

7 DIMENSIONS & LIMITS OF AUTHORITY

- Manage and engage with approved contractors to carry out building maintenance and cleaning works
- Manage 3rd party suppliers for consumables
- Manages and engage with all external suppliers of IT related services and systems
- Manage the IT and building maintenance budget

8 PERSON SPECIFICATION

Requirements to carry out the job effectively (and which may be developed). The requirements listed below are representative of the knowledge, skill, and/or ability required.

Essential

- Understanding of up to date Health and Safety legislation and policies
- Experience of administrative support within a professional environment
- Strong interpersonal and communication skills, both oral and written
- Ability to work independently
- Excellent attention to detail
- Ability to find practical solutions seek improvements and adapt to changing situations
- Working knowledge of MS Office
- Professional and friendly manner
- Approachable and adaptable

Desirable

- Knowledge and understanding to source quotes from trades people and to be able to supervise and evaluate their services
- Experience of event management
- Understanding of GDPR regulations
- Experience in Microsoft Windows based IT systems
- Ability to build and maintain strong working relationships with 3rd parties and staff.
- Excellent listening and questioning skills, with the ability to interact confidently with staff/suppliers to establish what the problem is and explain the solution
- IOSH Managing Health & Safety
- Fire Safety Training