

## Office Manager Job Description

### About The World Federation of Exchanges (WFE)

Established in 1961, the WFE is the global industry association for exchanges and clearing houses. The WFE is a private company established in the UK under the Companies Act 2006 and operates as a non-profit organisation.

Headquartered in London, it represents over 200 market infrastructure providers, including standalone CCPs that are not part of exchange groups. Of our members, 37% are in Asia-Pacific, 43% in EMEA and 21% in the Americas. WFE exchanges are home to nearly 45,000 listed companies, and the market capitalisation of these entities is over \$82.5 trillion; around \$81.8 trillion (EOB) in trading annually passes through the infrastructures WFE members safeguard (at end 2017).

The WFE is the definitive source for exchange-traded statistics, and publishes over 350 market data indicators. Its statistics database stretches back more than 40 years, and provides information and insight into developments on global exchanges.

The WFE works with standard-setters, policy makers, regulators and government organisations around the world to support and promote the development of fair, transparent, stable and efficient markets. The WFE shares regulatory authorities' goals of ensuring the safety and soundness of the global financial system, which is critical to enhancing investor and consumer confidence, and promoting economic growth.

Since its foundation 57 years ago, the WFE has organised committees, meetings, general assemblies, conferences, and workshops for its members to transfer knowledge and share expertise. As an industry trade organisation, the WFE has discussed virtually every aspect of the capital market: the technical, the commercial, the legal and the economic. In the past five and a half decades we have published studies and reports on issues such as self-regulation, cross border trading, HFT, cyber security, sustainability and many others besides.

For more information: <http://world-exchanges.org/>

### The Role

We are seeking an excellent Office Manager.

The WFE team is composed of 15 people across various functions including Regulatory Affairs, Research, Communications, Membership and Events. The Office Manager (OM) will be in charge of the various administrative tasks needed for the smooth operation of the office, including scheduling conference calls.

The role will suit someone who thrives in a busy and global environment. We are a small, friendly and informal team who work in a culturally diverse environment and deal with members across the world in different time zones. The Office Manager will need to be a team player, a self-starter, flexible, and willing to learn from new experiences and challenges. The role reports to the Business Manager.

### Key Responsibilities

#### **1. General Administrative Support**

- Reception duties (incl. answering incoming calls, responding to general correspondence by mail/emails and scheduling conference calls).
- Arrange travel and accommodation plans for WFE staff upon request: the OM will be responsible for making all WFE travel bookings and arranging all visa and passport applications.

- Negotiate and manage vendor contracts pertaining to the office. The OM will be the key contact with our providers.
- Maintain company calendars and manage the leave request process.
- Order stationery and equipment.
- IT support and coordination with IT provider on all office equipment.

## **2. CEO Executive Support**

The Office Manager will also have responsibilities related to executive support including managing the CEO's diary and travel, and other ad-hoc tasks as and when required.

## **3. Supporting the Business Manager & Membership Coordinator**

- Support the Business Manager with accounting, payroll, invoices, some audit and related tasks.
- Update the WFE website with regular publications as well as mini-website specially created for WFE events.
- Work with the Membership Coordinator to update the database and extract data from it when requested.

### **Qualifications and skills**

To be successful in the role, you will:

- Be fluent in English (written & spoken).
- Have experience in an administrative role such as an Office Manager.
- Have good knowledge of database and MS Access and a good command of MS Excel and MS Word.
- Need to be efficient, precise, accurate, organised and punctual.
- Must be able to adapt to last-minute requests.
- Be able to multi-task and prioritise.
- Be able to use initiative to go above and beyond what is required.
- Excellent interpersonal, oral and written communication skills.
- Keen attention to detail.
- Innate sense of discretion.
- A familiarity with legislation and data protection is a plus.

### **Further information**

- **Location:** London
- **Start Date:** As soon as possible
- **Contract type:** Full time, permanent 40 hours (8am – 5pm)
- **Compensation:** Competitive, dependent on skills and experience
- **Closing date:** 29 June 2018

Please provide a CV to [applications@world-exchanges.org](mailto:applications@world-exchanges.org) accompanied by a covering letter explaining why you are suitable for this role and should be considered.

The WFE is an Equal Opportunities employer and welcomes all applicants.

**Please note that incomplete applications will not be considered, and only successful candidates will be contacted.**