

## JOB DESCRIPTION

<b>Job Title</b>	<b>Office Manager</b>
<b>Department</b>	<b>Operations</b>
<b>Responsible For</b>	
<b>Job Grade</b>	<b>5</b>
<b>Salary</b>	<b>£25-26,000 (pro-rata)</b>
<b>Reports to</b>	<b>Head of Operations</b>

### Job Purpose:

1. To provide an all-encompassing support role to the Head of Operations and wider internal senior management team.
2. To pro-actively lead on the day to day operations at both Arbon House and the Sanctuary to ensure that they are safe, efficient and compliant.

### Main Duties and Responsibilities:

- To provide support to the Head of Operations
  - Calendar/meetings management; agendas, minutes and follow-up action progress
  - Assist with the management of the risk registers
  - Support the Data Protection Officer with audits and compliance activity
  - Implement & monitor disaster recovery plans
- Systems administrative support
  - Be the onsite IT presence for liaising with outsourced contract over hardware/connectivity issues covering computers, desktop telephones, mobiles & MFDs
  - Replace faulty equipment, manage stock levels & operate a loan booking system
  - Manage starters and leavers in terms of equipment/access to systems
- Facilities Management
  - Maintain a high standard of housekeeping; tidy office, clear desk
  - Take responsibility for repairs, liaise with suppliers and co-ordinate maintenance works
  - Schedule induction programmes in terms of the working environment
  - Annual PAT testing
- To act as Propertymark's Health & Safety Officer
  - To review Health & Safety policies in accordance with the latest legislation
  - To ensure all staff are aware of the Health & Safety policy & provide induction & refresher training
  - To undertake regular inspections and risk assessments across all staff/locations
  - To provide solutions as required
- Assist in the management of budgets for facilities management, ICT & Operations
  - Forecasting, phasing, tracking
  - Raising POs
- To provide wider support to internal senior management team
  - Organising team/all staff events
  - Creating presentations, taking minutes, following up actions

**Key working relationships:**

- Head of Operations
- Senior Management Team & Executive Assistants
- Department Managers, Team Leaders & all staff
- External suppliers

**Job Requirement / Skills**

- Strong organization skills and ability to prioritise tasks
- Self-motivated and proactive
- Financial budget tracking experience
- Flexible – able to adapt to changing situations/priorities
- Pro-active problem-solving skills
- Excellent communication skills

**Education / Experience:**

- 5 or more years in a similar role (*essential*)
- Knowledge of a membership organisation (*desirable*)
- IOSH Managing Safely V5 (*desirable*)
- ISOH Level 3 General Certificate(*desirable*)