

## **JOB DESCRIPTION**

**Job Title:** Office Manager

**Responsible to:** Operations Manager

**Job Purpose:** To deliver a first class, professional office management service to ensure processes and duties in the office flow efficiently and the office is a safe working environment. Maintain clear and accurate administrative records and ensure the needs of the clients and employees are being met/exceeded. Assist the Directors of the business in administrative tasks and taking full responsibility for the content management of the company websites.

## **Job Responsibilities:**

### Office Management Related Duties

- Manage the budget and ordering for office supplies including kitchen items, equipment and stationery requirements.
- Maintain cleaning standards in office, liaison with cleaning contractors, management of general practices with team members, clearing of litter, recycling and shredding.
- Support the management of health and safety as well as fire regulations within the office and investigate all accidents, statutory reporting as necessary and minimise the risk.
- Carry out regular portable appliance testing (PAT).
- Liaison with landlord and all building services such as service fees, insurance renewals and other building related services.
- Look for incentives to reduce company overheads for office expenditure.
- IT management and liaison with outsourced IT support. Setting up of new user hardware and IT systems, phone system setup.
- Reception duties for incoming guests during working hours.
- Liaison with any guests prior to arrival with regards to parking, directions, taxis or public transport.
- Preparation of meeting room for guests arrivals and internal meetings.
- Incoming and outgoing post.
- Create and maintain a preferred supplier list for all office related services.
- Accurate filing of important documentation related to the office management.
- Recording company property issued such as branded uniform, keys, IT etc.
- Attend company meetings and training courses as appropriate.

### Assistance to Company Directors

- PA support to Company Directors. Could include setting up of external meetings, booking meeting rooms, planning events, assistance with travel plans.
- Taking meeting minutes where required.
- Fielding of cold calls wishing to speak with Directors or decision makers.
- Working with the Directors on special projects.
- Managing gifting or goodwill related to clients stays and suppliers.
- Assistance with organisation of marketing and network events in conjunction with and in the absence of the Marketing assistant.
- Assistance with the maintenance of the client and contact database.

### Website Administration

- Working with Product Managers to add/maintain/update property information.
- Project managing property and content updates.
- Photoshop images to make them web ready.
- Update information and pricing on back end systems.

### HR Assistance

- Support the team/managers with basic questions on HR policies.
- Assisting and supporting the HR Director on basic functional aspects of HR.
- Maintaining and managing a record of long services awards, birthdays and other such social aspects of team management and motivation.
- Assisting the HR Director, Directors and Managers for the induction of new staff including issue of any company property.
- Assisting the HR Director, Directors and Manager with outgoing staff and collection of any company property.
- Assistance with recruitment advertising, shortlisting of CV's, setting up interviews and follow up procedures in conjunction with HR.
- Full compliance with all company policy and procedures.
- Ensure that all employees are treated fairly and equally.

This list is not exhaustive and in addition to these duties and responsibilities the Office Manager is required to carry out any other reasonable duties that may be required from time to time.

### **Skills and Experience required**

- Prior office management experience preferred
- Excellent Microsoft Office skills
- Good communication skills both verbal and written
- Ability to maintain strict confidentiality
- Excellent organisational skills
- Professional telephone manner
- Ability to perform under pressure
- Appropriate mathematical skills
- Excellent customer care skills
- Ability to prioritise effectively and good time management skills
- Keen attention to detail
- Accurate data entry skills
- Positive attitude and team player
- A proactive approach that contributes to the continuous improvements of the company systems and office environment.
- Ability to use own initiative when required.
- Anticipating the needs of Company Directors to add value to their roles.

### **Application Process:**

1. Please send your CV with a covering letter by email to Mark Gibbins - [mark@oxfordski.com](mailto:mark@oxfordski.com).
2. First interviews will be conducted by telephone.
3. Second (and possibly third) interviews will be held at our offices in Witney.