

Job Title:	Office Manager	Position Type:	Full Time
Location:	UK	Travel Required:	5%
HR Contact:	personnel@quorumtech.com	Date posted:	November 24, 2020

Job Description

MAIN PURPOSE OF JOB

A new role, the Office Manager will assist the Managing Director in managing resources. This will include responsibility for HR processes, managing admin personnel, and overseeing facilities management at Quorum's two operating sites in Lewes and Laughton, East Sussex.

RELATIONSHIPS

REPORTS TO: Managing Director

RESPONSIBLE FOR: Dotted line to customer facing staff such as Sales Admin and Customer Service Engineers.

INTERACTS WITH: Sales Admin, Customer Service Engineers, all departments on facilities and HR; external suppliers.

ROLE AND RESPONSIBILITIES

The Office Manager acts as a general assistant for the MD. Key tasks include:

- Diary and travel management;
- Organise and participate in meetings, typing the agenda and taking minutes.

The Office Manager has a dotted line to all customer facing staff to ensure an appropriate response to customer queries. The role focuses on provision of the response, not the content e.g. the Office Manager will ensure that Sales Admin staff are available to answer requests for quotations but the sales admin staff will refer to the Sales Manager for direction on what to include in the quotation. Key tasks include:

- Maintain a rota of admin staff to ensure adequate resources are always in place to respond to customer needs e.g. cover incoming calls and email queries from sales and customer service;
- Define a process for triage of customer queries and allocation to the appropriate staff member for response;
- Oversee scheduling of service engineers and allocation of jobs to the appropriate engineer.

The Office Manager is responsible for ensuring that adequate facilities are in place for the efficient running of the business. Key tasks include:

- Ensure compliance with existing contracts and negotiate new contracts with landlords and agents;
- Allocate space within buildings efficiently to meet needs of the business;
- Maintain the condition of the buildings and arrange for necessary repairs.

The Office Manager will be responsible for administration of the facilities at Quorum. Key tasks include:

- Carry out facilities management-related tasks for the company including, but not limited to the administration of utilities and services, negotiation of service contracts and management of all maintenance requests and upgrades;
- Develop, review, and improve administrative systems, policies, and procedures;
- Ensure office is stocked with necessary supplies and all equipment is working and properly maintained, arrange regular testing for electrical equipment and safety devices;
- Work with accounting and management team to set budgets and monitor spending;
- Plan, schedule, and promote office events, including meetings, conferences, interviews, orientations, parties and training sessions;
- Collecting, organizing, and storing information using computers and filing systems;

- Overseeing special projects and tracking progress towards company goals.

The Office Manager oversees general administrative systems, such as data entry and record management. Key tasks include:

- Manage online and paper filing systems and ensure data protection laws, such as GDPR, are being adhered to in relation to the storage of data. Review and update policies;
- Act as a Super User for SAP BI, overseeing the administrative staff who use SAP and ensuring they comply with processes for data entry, offering training and support in SAP where necessary;
- Work with IT to ensure business reports generated from the data records in SAP are full and correct.

The Office Manager assists the MD with HR issues. Key tasks include:

- Review and update HR policies and ensure they are observed;
- Assist with HR and associated staff appraisals and training;
- Oversee the recruitment of new staff, ensuring that requirements for training and induction are complied with;
- Ensure adequate staff levels to cover for absences and peaks in workload;
- Carry out staff appraisals, manage performance and discipline staff;
- Delegate work to staff and manage their workload and output;
- Promote staff development and training;
- Implement and promote equality and diversity policy.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Annual cost savings effected by the introduction of method, efficiency and/or productivity improvements;
- Ability to meet internal customer expectations and to maintain Quorum's established reputation for excellence;
- Standards of performance and delivery achieved by direct reports and suppliers;
- Levels of injurious incidents, reportable accidents, employee absence and labour turnover within business;
- Ability to ensure that all established administrative routines and records are kept accurately and up to date.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Degree in business administration or equivalent practical experience.

REQUIRED EXPERIENCE AND SKILLS

The successful candidate must have:

3+ years of experience in a related role;

Exceptional leadership and time, task, and resource management skills;

Strong problem solving, critical thinking, coaching and interpersonal skills;

Excellent communication skills, both verbal and written, including the ability to challenge and question while maintaining positive relationships

Proficiency with computers, especially MS Office;

Ability to plan for and keep track of multiple projects and deadlines;

Ability to cope with rapidly changing demands on time and prioritise jobs according to urgency;

Familiarity with budget planning and enforcement, human resources, and customer service procedures;

PREFERRED EXPERIENCE AND SKILLS

Experience in using SAP BI and generating reports from it;

Experience in HR process and procedures;
An understanding of GDPR requirements;
Interest and ability to understand the science and interface with key opinion leaders.

ADDITIONAL NOTES:

NA

Key Words: office manager | general administration | administrative assistance | SAP