

ROLE:

Office Manager

REPORTING TO:

Director / Associate responsible for the regional office

SUMMARY OF ROLE

Responsible to the Directors for coordinating office procedures, maintaining a pleasant work environment, and ensuring organisational effectiveness, communication, and safety, in accordance with the Management System.

Also assisting in marketing activities, including bid assistance, and managing external communication platforms.

RESPONSIBILITIES**GENERAL OFFICE ADMINISTRATION:**

- Arrange travel and accommodation (national and international) for studio.
- Manage the office virtual credit card.
- Manage the office supplies and suppliers, including purchasing.
- Arrange and Schedule CPD and staff training sessions.
- Act as first point of contact for both calls and visitors providing general support as required.
- Organise in-house or off-site activities, like parties, celebrations, and conferences.
- Maintain the in-house filing system.
- Assist design teams with project filing.
- Setting up new project/job files and general administration of the project management system.
- Ensuring studio and meeting rooms are tidy and prepared for meetings.
- Ensuring all H&S requirements are up to date.
- Web Portals / membership– maintaining the accounts, uploading/maintaining all the relevant documents.
- Assisting with the ISO 90001 systems, and processes are working/be utilised.
- Liaise with landlords' facility management teams, including cleaning, catering, and security services.
- Coordinate with IT team to ensure the needs of the studio and teams are dealt with efficiently.
- Creating monthly Board Reports (including H&S) and attending / minuting board meetings.
- Maintaining Directors diaries.

MARKETING / BUSINESS DEVELOPMENT:

- Weekly meetings with group marketing/BD team
- Weekly tracker/portal check, liaising with Directors on any potential bid opportunities.
- Setting up procurement accounts with portals for bid documents – downloading and saving on file for discussion.
- Provide bid support including completing standard supplier bid questionnaires.
- Maintaining / updating content for the website and social media platforms, (including LinkedIn, Instagram, and Twitter).
- Maintaining marketing collateral, including CVs and job sheets.
- Liaising with the external PR team.

STAFF ADMINISTRATION & HR:

- Partner with group HR to update and maintain office policies/practice handbook as necessary.
- Communicate policies to staff and monitor compliance.
- Assist in the onboarding process for new hires.
- Maintain policy and procedure documents within the Management Procedures
- Assist in arranging Work Experience for students and Interns within the studio.
- Act as first point of call for any staff HR queries.