



OFFICE MANAGER



ABOUT THE ROLE

To provide support to the divisional Managing Director, Facilities management of the divisional office and provide Human Resources Administration support under the guidance of the Human Resources Department at Group.

Responsible for: Reception staff

Responsible to: Managing Director

KEY RESPONSIBILITIES

1. SECRETARIAL SUPPORT

- Plan and organise the Managing Director's work schedule to maximise their use of time, through regular communication to allow adequate time for meetings to ensure that their day runs smoothly and they have achieved all they have planned to.
- Booking accommodation and travel as required.
- Ensure that the divisional Board Reports and divisional HS&E reports are produced and collated and uploaded to Board Intelligence in time for review before the meeting.
- Preparation of PowerPoint presentations.
- Arrange meetings and seminars, ensuring as appropriate that participants have all relevant papers in advance and ensuring specifically that the MD/RD is well prepared for meetings. Ensure catering / refreshments are provided for the meetings where necessary. Taking minutes at meetings, transcribe and present back to attendees accurately and in the appropriate format.
- Ensure invoices are processed on the Overheads system in a timely manner and payment is made. Monitor stationery and authorise purchase orders, ensure office supplies are stocked.
- Co-ordinate Zoom meetings for the Division and hold Administration Meetings.
- Organise Conferences / Social Functions / Charity events and co-ordinate with chosen charity.
- Ensure Managing/Regional Directors are aware of all escalated complaints and ensure that these are acknowledged and followed up.



2. OFFICE UPKEEP

- Contact for H&S at the divisional office and ISO14001 Audit and H&S Audit.
- Ensure divisional office complies with Redrow Group branding.
- Ensure an adequate amount of Fire Marshall's & First Aiders are trained.
- Contact for IT issues, escalating to IT department if required. Log any IT equipment movements, order any required IT equipment and assist with IT audits and updates. Contact for Daisy Mobile, ensuring that user information is up to date.
- Contact for any maintenance and testing issues that arise for divisional office, including; fire and intruder alarm systems, air conditioning/heating, lighting and welfare facilities.

3. HUMAN RESOURCES RESPONSIBILITIES

- Assisting line managers with any staff issues, by ensuring that the correct processes are followed and attending meetings as note taker when required.
- Effective management of the Applicant Tracking System, including; uploading vacancies, managing the applicant experience, processing offers for new starters and transfers and collating the required new starter paperwork.
- Ensure all leaver paperwork is processed in line with HR procedure.
- Liaise with L&D to ensure all employees where relevant complete modules on E-Learning.
- Ensure that HR/Payroll system is kept up to date with correct line manager information and assist with any queries on HR/Payroll system as and when needed, including absence logging.
- Check over company cars to ensure they have been returned in a satisfactory condition.

4. GENERAL

- Manage Subject Access Requests for the Division. Ensure that information from each department is collated and submitted to the GDPR department before the deadline given.
- Lead, motivate, communicate with, develop, appraise and performance manage reception staff and cleaning staff to ensure they are fully motivated to achieve best performance to meet the Company's needs.
- Act as a point of contact for Employee Engagement and Wellbeing initiatives, providing support and assistance as required within the Division.
- At all times, comply with company policies, procedures and instructions.
- Implement new ideas and methods and continue to seek ways of both improving contribution to the organization's goals and enhancing the reputation of the company.
- Comply with responsibilities as laid down in the Group's Health & Safety Policy in order to ensure a safe environment within the department.



THE PERSON

What kind of person are we looking for?

- Calm, understanding and empathetic
- Organised
- Able to communicate clearly and effectively to site and office personnel
- Previous secretarial or administrative experience
- Literate in the use of IT
- Manages time effectively
- Able to support the Managing Director with their diaries, time management and admin duties

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.