

Job Description and Person Specification

To be read in Conjunction with Application for Employment

Job Description : Part Time Office Manager

Main Role:

The Office Manager is responsible for the smooth running of the office premises and the carrying out of the administrative functions at Thomas Robinson Architects. This is a wide-ranging and responsible role requiring strong administrative, IT, organisational and communication skills, high standards, attention to detail and a 'can-do' attitude. The undernoted tasks are a summary of the duties involved.

General Office Administration

- Provide support to the Directors and Architects, when required.
- Provide a professional "front-of-house" response to all telephone, email and in-person enquiries from members and the general public.
- Provide efficient secretarial services including dealing with mail, filing and photocopying and developing and maintaining the practice's record management systems.
- Attend relevant meetings to take minutes, identify actions and responsibilities.
- Liaise with suppliers, research the procurement of goods and services and arrange the provision of office materials and equipment.
- Organise, manage and review external services such as cleaning, mail fulfilment, window cleaning, recycling and waste, photocopier, alarm system and building maintenance. Ensure necessary professional memberships, insurances and maintenance agreements are kept up to date.
- Maintain the practice's information technology needs with the support of

external IT staff. Ensure e-mail lists and other electronic communications systems are up-to-date and meet staff needs.

- Ensure the office is clean, well organised and provides a safe working environment for employees and volunteers. Ensure fulfilment of Health and Safety legislation.

- Assist with marketing campaigns.

- Ensure the proper control of the practice's database and records, including back-up, security and access.

- Develop and manage the practice's diary system

- Develop and manage the practice's CRM system .

- Assist in the preparation of reports and proposals

Financial Administration

- Liaise with the practice's accountant and payroll department monthly to give overtime/sickness/holiday details .

- Record incoming and outgoing payments in Sage Accounts and Archetype Finance software (training provided for Archetype Finance). Follow procedures to raise invoices.

- Produce monthly profit and loss reports for the directors as requested.

- Bank cheques and monies and maintain the office petty cash.

Events

- Source and book venues and assist with the marketing of events.

- Organise ticketing, guest lists and reception support.

- Arrange catering and IT support where required.

Arrange and coordinate monthly cpd events

Other

- Ensure the confidentiality of the affairs of the practice.
 - Support the objectives of the practice.
 - Prioritise own workload and work effectively without supervision.
 - Work collaboratively with other members of the staff and volunteers.
 - Undertake any other duties, as reasonably required by the Directors
- Make tea and coffee for staff at 9am and 11am and all visitors during meetings.

Person Specification

Essential

- Experience of general office administration (answering the telephone, filing, photocopying, dealing with enquiries, supporting staff).
- Highly computer literate in all Microsoft office applications (e.g. Word, Outlook, Excel, Powerpoint) and Sage Accounts . Able to evaluate the practice's IT needs and articulate these to IT service providers.
- Experience of managing and maintain database systems and organising record keeping systems.
- Excellent oral and written communication skills and strong inter-personal skills.
- Experience of working with figures.
- Experience of managing external contracts/liaising with suppliers.
- Ability to write clear, concise minutes and reports.
- Experience of working within a small team and/or prioritising own workload.

- Willingness to contribute to the work of the Association as a whole.
- Experience of financial record keeping and working to a budget.
- Experienced at dealing with different personalities and working styles

Desirable

- Experience of organising events (e.g. sourcing and booking venues)
- Experience of securing discounts for goods/services.

Personal Qualities

- Excellent time keeping, reliability and personal organisation skills.
- Flexible. Can adapt to changing work priorities at short notice, take on the ideas of others and adapt own way of working.
- Systematic. Enjoys administrative work and making systems work for others.
- A problem solver.
- Positive, service-oriented and helpful inter-personal communication.
- Good at multi-tasking - enjoys doing several different tasks at once.
- Experienced self-confident person. Unflappable