

## Job Description: Office Manager

**Responsible to:** Managing Director

**Overall purpose:** Lead our Business Support team in the delivery of a professional, high-quality and efficient administrative service for our clients and staff. You will be the welcoming first impression to the firm as you effectively deliver our customer care programme. Your role is essential to the success of the firm and the delivery of the business plan, as you support our fee earning staff in the achievement of our objectives.

### Key Accountabilities

- Deliver consistently high quality customer service to all clients and staff in line with our customer care programme.
- Develop and maintain effective working relationships with all staff and managers, including those from other Lamont Pridmore offices and external consultants/partners.
- Proactively resolve problems and outstanding matters and anticipate requirements to enable fee earning staff to effectively manage their time.
- Provide effective and accurate administration work and support staff to meet agreed timescales and budgets to deliver the firm's business plan.
- Understand, operate, organise and update manual and computerised office systems and procedures to ensure best practice.
- Recruit and manage the work and professional development of administrative staff.
- Work with the Managing Director and HR Manager to ensure that policies and procedures are up to date and carried out in accordance with current legislation.

### Delivering the Customer Care Programme

- Deliver a welcoming first impression to all telephone, e-mail and in-person enquiries from clients, staff, suppliers and the public.
- Arrange and organise all paperwork and materials to support meetings.
- Co-ordinate the distribution of all client correspondence in a timely manner and in line with legislative requirements and the customer care programme.
- Manage requests for client books and records, and the return of records, in a timely manner.
- Manage and schedule the workflow process upon receipt of books and records in a timely manner.

## Job Description: Office Manager

- Provide hospitality and refreshments for managers and clients as required.

### Financial Administration

- Support the Group Practice Manager with accurate and up to date financial record keeping by managing the office sales and purchase ledgers and making timely payments to suppliers.
- Issue statements and support the Managing Director with debt control.
- Manage banking procedures and balance and accurately maintain the office petty cash account.
- Ensure staff time record keeping is managed accurately and kept up to date.
- Support the Group Practice Manager in producing regular management information, statistics and reports.

### Marketing and Communication

- Ensure the Business Development Manager and external consultants are provided with necessary information to meet agreed deadlines.
- Maintain and develop the client database, ensuring all records are accurate and up to date.
- Work with the Business Development Manager, senior managers and external consultants to extract information from the client database for customer care and marketing activities.
- Source and book venues and assist with the marketing of client or other events for your office.
- Manage the planning and smooth running of events, including organising refreshments, equipment, room preparation and support materials.
- Ensure compliance with Data Protection legislation.
- Manage effective internal and inter office communication.

### General Office Management

- Provide efficient, accurate and timely secretarial services including dealing with correspondence, filing, reporting and policies.
- Liaise with suppliers, research the procurement of goods and services and arrange the provision of office materials and equipment.
- Organise, manage and review the provision of external services, eg, cleaning, window cleaning, building maintenance, alarm systems, recycling and waste collection, and office equipment.
- Obtain quotes and ensure necessary insurances and maintenance agreements are up to date.
- Work with the other Business Support teams to ensure standard documents are regularly updated.
- Ensure that all electronic filing is organised, up to date, accessible and secure, including file archiving as necessary.

## Job Description: Office Manager

- Develop and manage administrative systems and processes, and train staff to use the systems effectively
- Ensure that stationery and consumable stocks are maintained within budget.
- Provide administrative support to the Chief Executive when he is working in your office.
- Manage the Managing Director's diary, along with the office diary for the booking of meeting rooms and client appointments.
- Research and produce reports, statistics and information requested by senior managers
- Ensure meeting rooms are prepared to receive clients and visitors.

### Staff Management (as and when required)

- Manage the performance of administrative staff to ensure the team delivers a high-quality service within agreed timescales and budgets.
- Ensure administrative staff have the tools and skills to be an effective team member and achieve their personal goals and objectives.
- Ensure staff have the information and knowledge needed to enable them to deputise effectively and ensure a continuity of service in your absence.

### Person Specification

#### Essential Skills

- Extensive experience of general office administration
- Experience of office administration in a supervisory/management role
- Highly computer literate in all Microsoft Office and relevant SAGE applications
- Experience of managing, maintaining and extracting information from database systems
- Outstanding oral and written communication skills
- Experience of working with figures
- Experience of communicating effectively with staff, clients and external suppliers
- Ability to produce accurate information to meet deadlines
- Experience of working within a team
- Ability and experience in managing/prioritising own workload and the workload of administrative staff

#### Desirable

- Experience of researching and collating information to produce reports
- Experience in organising and promoting small seminars and events

## Job Description: Office Manager

- Educated to A level or degree standard

### Personal Qualities

#### You will be:

- Highly organised with strong time management skills and a keen eye for detail
- Flexible with an ability to adapt to changing work priorities at short notice
- Systematic and someone who enjoys administrative work and making systems work for others
- A team player
- Positive, service-oriented with strong inter-personal skills
- Good at multi-tasking while remaining calm under pressure
- Assertive, confident and highly motivated with the ability to persuade others to achieve best practice