

Employer:	Morgan Sindall Investments Limited ('MSIL')
Job Title:	Office Manager and Team Administrator, Slough Urban Renewal ('SUR')
Responsible to:	SUR General Manager
Responsible for:	The provision of team administrative services and delivery of an effective and well managed office for both internal and external users to support the SUR in delivering a quality and efficient business service.

Main Purpose of Role

To support the General Manager and SUR team by ensuring that the working office and environment is well managed, is engaging for all who visit or work there and ensure that the team have a conducive and productive working environment.

Key responsibilities include:

To assist in the smooth day-to-day running of the Slough office and support the SUR team to include activities such things as:

- Ensure efficient running of reception to ensure that customers, clients and employees working with SUR have an engaging experience of SUR
- Management of office maintenance including service contracts and liaison with IT and the building manager
- Setup and implementation of systems for smoother running of the office / work systems
- Maintain an effective refuse / recycling solution in the office
- Working with other MSIL office managers and administrative employees to support and provide cover where applicable
- Assist in managing the diary of the General Manager and supporting the rest of the team as time allows.
- Responsible for the front of office, answering the phone and ensuring it is kept clean and tidy at all times including the meeting rooms and waiting area
- Responsible for the kitchen and break out area including management of consumables and ensuring it is kept clean and tidy, daily tasks include loading the dishwasher, turning on the coffee machine and morning set up/evening shut down
- Multiple diary co-ordination for arranging internal and external meetings
- Efficient diary management for the meeting rooms and ensuring clear communication of room availability with team members.
- Arranging refreshments, buffet lunches and dinners (when appropriate) including co-ordination with external catering suppliers
- Liaison with building security and cleaning staff

- Efficient operation of incoming and outgoing delivery procedures in order to deal effectively and politely with suppliers, particularly couriers, and understanding the importance and urgency of documentation deadlines.
- Maintain and manage all equipment, IT and catering, stationary and marketing stocks on a daily basis
- Comply with and understand the company's fire and evacuation procedures and building regulations
- To create and maintain efficient systems and processes to meet the team and office requirements
- Identifying, implementing and participating in continuous improvement initiatives

Budgets

- Management of the SUR office budget
- Co-ordination with the Finance team to ensure invoices/payments are processed and appropriate approval is achieved

Office Equipment

- Liaison with IT/Telephony providers on behalf of the team; arranging equipment / software purchasing (including mobile phones), repairs and installation and any audits that need to be done.
- Video Conferencing equipment and Televisions – ensure that these are used appropriately, and that staff have the necessary training, liaising with external parties for Video Conference links and warranty cover if needed
- Overseeing smooth running of office equipment and the organisation and management of repairs

Health and safety

- Fire marshall duties including weekly fire and health and safety checks
- First aid at work duties including accident reporting and health and safety checks
- Supporting new starters on office health and safety liaising with Head of Health and Safety for WSA requirements
- Ensure the security of the office and co-ordinating with the building manager and security reception
- Liaising with the Head of Health and safety for the operational and administrative support for managing the Slough H& S and ISO risks.
- Conduct yearly DSE checks as guided by Head of H&S
- Manage the Energy Efficiency Scheme and Carbon Management data collection/process as part of CRC (Carbon Reduction Commitment) via regional office administrators

Team administration

- Support the team in document control and filing

- Attending meetings and recording the minutes/actions accordingly
- Document production and formatting of MS suite of documents (where applicable)
- Support the GM in managing the team including co-ordinating HR related information e.g. holiday rotas
- Assist in responding to requests for information from SBC in accordance with the FOI Act

Event Management

- Event organisation and management both on & off-site, including budget management working with General Manager and team.
- Support in the planning of community benefits initiatives and where applicable actively participate.

Person Specification

Skills	Essential	Desirable
Relationship and partnership management	X	
Excellent administration skills	X	
Excellent communication skills both verbal and written	X	
Acting as an ambassador for SUR and networking at all levels	X	
Efficient and organised	X	
Manages under pressure and tight deadlines	X	
Familiarity with standard business ICT and software	X	
Knowledge	Essential	Desirable
Knowledge of efficient and effective administrative processes	X	
Understanding of working in partnership and with a multidisciplinary team	X	
Understanding of places like Slough	X	
Behaviours	Essential	Desirable
Personal integrity and ability to take a balanced view on all issues	X	
Approachable and engaging with all parties	X	
Ability to build trust across the team	X	
Personal enthusiasm, proactive, committed and driven	X	
Qualifications	Essential	Desirable
High levels of numeracy and literacy (including IT)	X	
Fire Marshall		X
Emergency First Aid at Work		X