

JOB DESCRIPTION

The Networking People (TNP) Ltd

Office Manager

Responsible to: Managing Director
 Immediate Subordinates: Office Administrators
 Salary: £28,000 - £35,000 (plus benefits)

Overview

We are looking for an enthusiastic, hardworking and highly organised individual to join our dynamic growing company. The candidate should have excellent people & communication skills, strong administration & organisational skills and experience in a busy office environment.

MAIN FUNCTION

The candidate will have a broad range of responsibilities including managing office operations, human resources administration, managing suppliers and customers accounts, contract administration, monitoring clerical functions and assisting in project management. The candidate will need to maintain excellent communication with suppliers/customers and be prepared to deal with complex queries as well as effectively manage a business support team.

SPECIAL CONDITIONS

The successful candidate will be required to complete a Basic DBS check and provide 3 years pre-employment details.

CONTACTS

Name/organisation	Reason	Approximate Frequency
TNP Directors	Day to day management, directions & instructions	Daily
TNP Internal	Team work	Daily
Business Support Team	Leading the team and dealing with escalations and queries	Daily
Customers & Partners	Handling telephone and email enquiries and processing renewals	Daily
Suppliers	Managing contractual relationships with suppliers	As Required

MAIN DUTIES

1. Arrange internal and external meetings, taking minutes where required
2. Effective management of the business support team (dealing with day to day queries, acting as a point of escalation and resolving any complex queries/complaints)
3. Manage customer contracts, assisting in renewal of these and liaising with Commercial team to carry out contract reviews
4. Management approval of renewal quotes and relevant purchase orders, within the scope as set out in the Quality Management System
5. Answering telephone & email enquiries and contacting customers & suppliers as required
6. Ensuring smooth running of the office environment, including the coordination of facilities management issues and tracking of relevant service intervals
7. Leading the Human Resources function of the business, working with our retained HR partner, ensuring retention of HR records meet legislative requirements including GDPR, and general HR administration
8. Ensuring staff training records are kept up to date
9. Manage online and paper filing systems
10. Oversee recruitment of new staff and ensure staff induction is correctly conducted
11. Draft, review and update policies to ensure these are kept in line with legislation
12. Assist senior management with any HR issues (e.g. confidential queries, management of HR concerns, report writing, etc)
13. Scheduling of Business Support Team activities to ensure sufficient cover of all relevant areas
14. Assist the Board with arranging meetings and general confidential administration
15. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest improvements to the service provided, and clear and professional styles of communication at all times.
16. Day-to-day support of internal and external projects including liaison with other parties as necessary.
17. Such other duties appropriate to the grade as may be directed by the Board of TNP or its nominated representatives.

Person Specification

Criteria	Essential / Desirable	Application form / Interview
Ability to communicate effectively with internal staff and external customers and suppliers	Essential	Application Form / Interview
Experience of office systems and procedures, with the ability to create and edit spreadsheets and the ability to retrieve and present data from information systems.	Essential	Application Form / Interview
Experience of accounting packages e.g. Sage, SAP, etc	Desirable	Application Form / Interview
Experience of management of day to day office administration	Essential	Application Form / Interview
Experience within the IT/telecoms industry	Desirable	Application Form / Interview
Experience of minute taking	Essential	Application Form / Interview
Experience of using a range of standard office ICT applications to include Microsoft Word & Excel, with the ability to learn new software applications	Essential	Application Form / Interview
Excellent communication & presentation skills, both written and verbal coupled with an ability to maintain confidentiality.	Essential	Application form / Interview
Enthusiasm and a demonstrated capability for problem solving, with an ability to identify, prioritise and focus on key issues.	Essential	Application form / Interview
Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks proactively with flexibility and completion to a high quality	Essential	Application form / Interview
Experience of managing and prioritising a diverse workload, to meet deadlines and to work under pressure	Essential	Interview
Experience of working in a customer facing role	Essential	Application form / Interview
Track record of managing a team	Essential	Application form / Interview

CIPD Level 5 HR accreditation or equivalent	Desirable	Application Form / Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview