

Function:	Ascot
Position:	Office Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Catering Services Director – Karen Cmela
Additional reporting line to:	1711 MD – Jonathan Parker
Position location:	Ascot

1. Purpose of the Job – State concisely the aim of the job.

- Manage the office of the Catering Services Director and 1711 MD
- Is a fundamental link between 1711 and the greater Ascot business and the efficient performance of this business relationship.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Manage general office procedures to ensure processes and duties in the office flow efficiently.
- Coordinate the diary activity of the MD and CSD to ensure appropriate representatives attend meetings, as required.
- Provide administrative support to the senior leadership team, producing collateral of the highest standard.
- Manage the office administration department coordinating with individual departments to make sure all operations run smoothly.

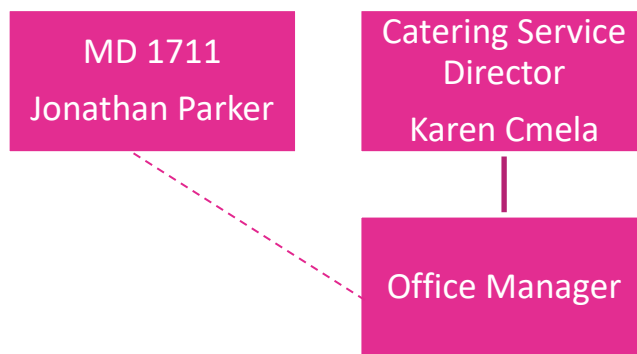
Work collaboratively with all department leads to offer administrative support when required.

- Act as the gatekeeper within the 1711 MD and GM office; diary management and prioritization.
- Answering incoming calls and scheduling appointments; Follows up on phone calls and contacts as appropriate.
- Books meeting rooms and manage the internal meeting room diary.
- Processes expenses and invoices, maintaining clear records.
- Files and archives accurate records
- Arranges travel and accommodation plans for CSD and MD
- Responsible for the office systems, databases, and procedures
- Compiles and presents weekly and monthly reports for the MD and CSD
- Provides admin support including presentations for the MD and CSD, as needed.
- Provides admin support for the 1711 by Ascot Board including the preparation of papers and minutes/actions.
- Management of the 1711 staff welfare group
- Communicates with clients and key stakeholders.
- Represents the business and portrays it in a positive light with customers and employees alike.
- Implementing and maintaining procedures, administrative systems and departmental information folders
- General administration duties;
 - Maintaining printers, photocopiers and mail
 - Manage upkeep and allocation of office equipment.
 - Ensure the server tape is updated daily.

- Raising Purchase orders
- Interdepartmental office communications



3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Committed to raising the standard in every aspect of working life.
- Committed to deliver against the core values: elegant, original and uplifting.
- Ability to work under pressure and deliver deadlines.
- Ability to communicate in a proactive and positive manner.
- Ability to be flexible and adaptable.
- Experience of working in a very busy industry
- Knowledge of hospitality or a service led sales industry would be advantageous.
- Exceptional customer service skills and empathetic to customer requirements
- Creativity and innovation
- Professional discretion
- Integrity, commitment and diplomacy
- The willingness to work in a spirit of partnership.
- Excellent oral and written communication skills
- Excellent administrative skills
- Strong ICT skills, Microsoft Outlook, PowerPoint, Publisher, Word and Excel

9. Management Approval – To be completed by document owner

Version	V1	Date: 2 nd January	2025
Document Owner	Karen Cmela		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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