

# Job Description

## Office Manager



Function:	MTS Health Ltd
Position:	<b>Office Manager</b>
Job holder:	
Date (in job since):	May 2015
Immediate manager (N+1 Job title and name):	COO
Additional reporting line to:	COO
Position location:	Hemel Hempstead, Hertfordshire
Grade	J1
Salary	£35,443

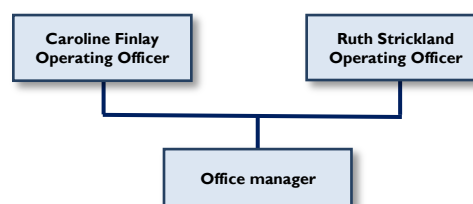
### 1. Purpose of the Job – State concisely the aim of the job.

Manage the day to day running of the office  
 Act as the “face” of MTS Health both on the phone & in person  
 Provide EA Support to Chief Operating Officers

### 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.

Characteristics: 42 Employees

### 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



### 4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Have excellent administrative skills and experience
- Have keen eye for detail and accuracy skills
- Collect all data and information required by management
- Present data and information in agreed formats.
- Meet and Greet guests
- Develop relationships with staff and clients
- Interface with Sodexo People Services
- Interface with IT for administration of user accounts (emails etc)
- Excellent PowerPoint, word and excel

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Develop relationship with all staff and clients
- Interface with People Services (Sodexo) for HR including:
  - Personnel Inductions – Right to Work,
  - holidays,
  - sick leave
  - DBS
  - Pay records
  - Training
- Draft letters and update documents as required
- Research and arrange travel, book accommodation, flights, cars and hotels as required. Interface for staff with Sodexo booking systems
- Manage two COOs expenses
- Support COOs administration
- Organise Team and Management meetings and appointments, send out meeting requests
- Support the Business Support Manager
- Track Laptops and liaise with external IT provider
- Answer phone and emails and deal with queries and problems as they arise
- Provide induction plans for new starters
- Organise security passes for staff
- Arrange printing of Drawings and other materials
- Order in office supplies (stationary, coffee)
- Track staff birthdays etc. and make sure cards/presents are bought and sent. Order Gift for clients as required
- Manage all office supplies and equipment
- Co-ordinate couriers as required
- Deal with incoming post and emails and re-route accordingly
- Maintain digital systems (Sharepoint)
- Record accurate minutes and ensure timely re-distribution are provided for key COO meetings.
- Order uniform and PPE for staff, completing annual checks for PPE compliance
- Provide professional support to all staff, colleagues, engineers and to Trust representatives in order to develop a “team” approach.
- On site health and safety officer - Ensuring compliance with all relevant Health & Safety Legislation and site specific Health, Safety and Welfare policies (optional). Liaising with Business Support Manager
- Provide access to Personal Development (Appraisal) Reviews and Observed Competencies to ensure compliance
- Processing all annual leave requests and sickness
- Liaise with COO’s for Company Insurance quotations
- Collecting, updating tracker and reporting.
- Complying with safe systems of work at all times
- Manage IT relationship with ICT Provider and be a link for staff to ICT Company
- On board all new starter
- Monthly billing – create monthly timesheets (resilience only)
- Manage Fleet vehicles (vans for Kent) and insurance
- Manage business mobile phones (Kent) with problems
- Additional requests as required within the scope of an office manager

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Proficient in Excel, Word, PowerPoint
- Previous office management experience
- Personnel management (Desirable)
- Be able to work on your own and use initiative and discretion when necessary.
- Flexible approach
- Multi Tasker
- Team Player
- Communication & Relationships Skills
- Analytical & Judgemental Skills
- Planning & Organisational Skills

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

- Previous experience in an administrative role, experience in a busy office environment.
- Experience of being proactive and reactive
- Attention to detail and accuracy with the ability to co-ordinate workloads
- Advanced user of MS Office (Word, Excel, Powerpoint and Outlook)
- Excellent written and verbal communication skills and experience of composing letters/emails
- Ability to prioritise own workload and work to deadlines
- A flexible “can do” attitude is required for this role.
- Self-starter with ability to prioritise own workload and schedule work
- Experience of SharePoint

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

• Growth, Client & Customer Satisfaction / Quality of Services provided	Yes – essential
• Innovation and Change	
• Employee Engagement	Yes – essential
• Learning & Development	Yes – essential

Employee Name		Date	
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