

Job Description	
Job Title: Office Manager and PA	Reports to: Managing Director and Associate Director
Job Holder:	Location: Doncaster
<p><u>Job Purpose</u> To provide an effective, efficient and complete day to day administrative and support service to the East Property team, Managing Director and Associate Director. Along with efficient and proactive Office Management of the Doncaster office. In addition to provide assistance and cover for the Facilities Co-Ordinator during busy periods and times of absence.</p>	
<p><u>Principal Accountabilities</u></p> <p>Undertake day to day tasks including but not limited to:</p> <p>Main Responsibilities</p> <ul style="list-style-type: none"> • Providing full secretarial support to the Property Director and Associate Director including, but not limited to diary management, arranging meetings, travel arrangements, hotel bookings, preparation of meeting rooms and event scheduling. Provide administration support to the East Property Team. • Maintain and coordinate diaries and make any necessary appointments, exercising initiative in dealing with matters where their personal attention is not required. • Office administration for all staff members including typing any requested documents, answering phones, ordering supplies, raising purchase orders, new supplier forms, postal services etc. • Document controller ensuring all systems are fully up to date including the effective management of the companies archiving system. • Management and implementation of the companies Office 365 system including setting up SharePoint folders and working alongside the companies IT support to maintain effective systems. • Working under the instruction of the Directors to ensure the company is compliant will all GDPR regulations • Working under the instruction of the Directors to provide administration support for the companies Salesforce (SpaceMan) database, liaising with third party contractors to maintain and enhance the system. • Co-ordination and management of NSM's finances, working alongside the accounts department to ensure invoices are raised in a timely manner and debt chased accordingly. • Set up and maintain efficient and reliable filing and record systems to ensure sufficient storage and retrieval of information and correspondence. • Prepare materials for meetings including presentations. • Database management including the production of accurate reports, trend analysis and the accurate upkeep of all data. • Liaise with Directors to help compile management reports for distribution. • Set up and administer office management processes and procedures, along with managing the day to day secretarial and support requirements for the team. • Liaise with the team in head office to ensure compliance and adherence to company requirements for the Doncaster office • General office responsibilities including the management of the office IT systems, all contracts, ie cleaning, photocopier, franking machine etc, stationary orders, company credit-card, staff expenses and the opening and shutdown of the office at the start and end of the working day. • Stream-lining, improving processes and inter-department communication to make remit more effective and efficient. <p>General Responsibilities</p> <ul style="list-style-type: none"> • Undertake any other tasks which are reasonable in relation to the skills, knowledge and experience of the employee. • Work in a professional manner at all times so to project a positive image to both internal and 	

external customers.

- Work using safe working methods and demonstrate a duty of care to yourself and other employees, clients and other external parties.
- Always perform your duties in a way that is consistent with communicated policies and procedures.
- Provide assistance and basic cover for the Facilities Co-Ordinator during busy periods and times of absence.

Job Context / Key Challenges

- Liaise with a high level of internal and external contacts, achieving good working relationships.
- To accurately prioritise workload.
- To balance the need for a high level of secretarial and administration skills and ensure the Doncaster office is efficient and usable by the team
- Capable of working on own initiative using tact and diplomacy.

Person Specification

Key qualifications, skills and experience:

Essential:

- Educated to 'A' level or equivalent
- RSA III or relevant secretarial qualification and/or experience
- Highly accurate and numerate
- Good communication and organisational skills.
- Confidence in liaising and negotiating with third parties, both client and supplier at all levels within an organisation, verbally and in written format.
- Capable of working on own initiative using tact and diplomacy.
- Excellent telephone manner.
- Accountable and sense of urgency.
- Confident, professional and sociable manner.
- Flexible, hands on, can do attitude
- Excellent IT skills: expert level competency in using MS Office products, including Office 365 (specifically Word, Excel and SharePoint).
- Experience of working with Senior level Management
- Office Management experience

Desirable:

- Experience of working within the property management industry

This job description is intended to reflect, in outline, the responsibilities of the post-holder which may change over time in line with the Corporate and local business needs of Network Space Management Ltd. It will therefore be subject to periodic review.