**Job Description**

**Office Manager**

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| **Job Details** |

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| Reporting to: Company Director |  | Date: 1st February 2018 |

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| Department: Loo Hire |  | Location: Bennetts/Bridgend   Oxford/Coventry |

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| Responsible for: Office Administration |

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| **Job Summary** |

The Office Manager organises and supervises all of the administrative activities that facilitate the smooth running of the office. The Office Manager carries out a range of administrative and IT-related tasks. The work varies from running the administrative side to overseeing and managing the office work of numerous staff.

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| **Key Responsibilities** |

* Using a range of office software, including email, spread sheets and databases
* Managing filing systems; including HR records
* Attending meetings with senior management
* Developing and implementing new administrative systems, such as record management
* Recording office expenditure
* Maintaining the condition of the office and arranging for necessary repairs
* Ensuring adequate staff levels to cover for absences and peaks in workload
* Responding to customer enquiries and complaints
* Working closely with the Supervisor planning and organising the drivers daily work schedules
* Assisting with the Credit control function for the business
* Reviewing and updating Health and Safety policies and ensuring they are observed
* Organising the office layout and maintaining supplies of stationery and equipment
* Supervising and monitoring the work of secretarial, clerical and administrative staff
* Overseeing the recruitment of new staff, sometimes including training and induction
* Promoting staff development and training
* Any other reasonable task required by the company

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| **Key Skills** |

* Good oral and written communication skills
* Ability to work to a high level of accuracy with particular attention to detail
* Excellent customer service skills and telephone manner
* Enthusiastic, efficient, well-motivated and a positive attitude
* Ability to organise and prioritise

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| **Health and Safety** |

* To ensure that all personnel, equipment and practices comply with Health and Safety requirements
* To liaise with safety representatives and the Health and Safety department to ensure that Health and Safety initiatives are implemented
* To follow all risk assessments and method statements
* Report all accidents, incidents, and near misses
* To ensure compliance with the full company health and safety policy

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| **Working Environment** |

* To maintain all areas to the highest standards of housekeeping at all times
* To monitor, report and progress all damage to the fabric of the plant and equipment
* To ensure that the equipment is operable and maintained according to the Preventative Maintenance Schedule
* Undertake pre-checks as required for all work equipment
* Deal with any spilt material and product in accordance with spill procedures.

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| **Compliance** |

* To follow all quality, safety and environmental policies
* To ensure compliance to all objectives for continuous improvement
* To complete any paperwork required, either electronically or in paper format and return it to the office.
* To follow written and verbal instructions given; including any written procedures and processes as relevant to your area of operation.
* To attend any training required, and read any information and newsletters issued to you.

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| **Confirmation** |

Please check that the above details are correct and sign below to confirm. Thank You.

**Job Holder:**

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| Name: |  | Date: |

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| Signature: |

**Manager:**

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| Name: |  | Date: |

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| Signature: |