



Job Description

Role Title	Office manager – Edinburgh
Job Family & Category	Technical specialist & Technical specialist
Team	People Operations team
Line Manager	Head of people operations
New/ Existing Role	New
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ Budget/ Equipment Responsibilities – for office equipment and facilities across the three office spaces ▪ People Responsibilities – Office manager – London, dotted lines to two other roles that support offices in Cardiff and Belfast ▪ Contractor Responsibilities - cleaners, building manager and any contractors linked to Edinburgh
Job purpose	You'll be responsible for the day-to-day management and smooth operational running of Edinburgh office. You'll lead on ensuring consistent health and safety compliance across the four offices with support from the relevant office support in each area (Cardiff, Belfast, London and Edinburgh). You'll be hands-on, as well as leading a small team, which ensures smooth business support across our buildings.
Key responsibilities	<ul style="list-style-type: none"> ▪ Being the first face and point of contact in the Edinburgh office for all operational and administration tasks including but is not limited to: creating and managing all office communications, booking travel, hotels and meetings rooms, greeting and assisting visitors to the office, managing all couriers, mail and deliveries to the office, dealing with employee complaints or issues, provision of office inductions for any member of staff, and booking IT equipment to be sent out to any new starters joining the company and also ensuring the return of this kit when people leave the company. ▪ Actively manage health and safety across our multiple office sites ensuring legislation and building regulations are followed including a full review and update of our current office procedures and policies and related ways of working to ensure consistent provision of safe, inclusive and accessible spaces for all employees and visitors. This includes being accountable for annual reviews of fire safety, legionella, building security, risk assessments etc across the sites.

- Contractor relationship management – Manage all existing and new contracts and suppliers for building works, maintenance, cleaners, electricians etc, when required, ensuring that the relevant requirements are met, such as risk assessments and terms and conditions. Work closely with the building manager for any common area issues/swipe pass activation and for any other things i.e. letting contractors in to do any works in the office floor.
- Budget management – Oversee the purchasing and acquiring of all operating materials (e.g. furniture, stationery, equipment etc) and management of the facilities budget.
- Lead the annual insurance process which includes commercial, professional indemnity, accident, cyber security and medical malpractice etc.
- Lead a small operating team and ensure performance, skills and capabilities are at the right level to deliver a consistent office support service across multiple sites.
- Carry out any projects or building support requirements identified and in partnership with the Head of People Operations
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Impact description

Within one month, you will:

- Begin to understand the organisation, learning about various teams and areas of the business.
- Use all interactions and meetings as opportunities to identify your key stakeholders and collaborators.
- Have developed an understanding of our new Edinburgh office facility including the needs and requirements of our people and the organisation for this office space. This knowledge can then be taken into the policy and process review and will allow you to work collaboratively with our people.

Within three months, you will:

- Create a standard for what great office support and service looks like for Edinburgh, engaging our people and working with them to provide an environment and space that serves their ability to deliver in role.
- Have conducted a review our current health and safety policy as well as other office related processes and ways of working to understand where we are and then scope out where you think we

	<p>should move to, to ensure a consistent provision of office space across the four sites.</p> <ul style="list-style-type: none"> ▪ Have met and developed collaborative working relationships with key internal and external stakeholders and therefore can successfully deliver a service and office space that meet this. <p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Have visited three office sites and had a video tour of our Belfast office and therefore have a clear idea of how each operates and what must be consistent across the sites. ▪ Have clear processes and procedures for health and safety and office operations across all four sites to ensure that that wherever are people go they will receive the same accessible, inclusive environment that prioritises their health and wellbeing at work.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Extensive facilities/office experience/worked in roles within facilities, building services, estates in a business environment. ▪ IOSH or NEBOSH qualified in managing safely or the willingness to undertake a relevant health and safety qualification in the first year of role. ▪ Broad knowledge of health and safety implications/legislation, facilities and building maintenance regulations. ▪ Experience working with contractors and tendering for new suppliers including an understand of resourcing and budgeting. ▪ Relationship management with the ability to proactively build and maintain relationships across all levels of the business and externally using written and interpersonal skills. ▪ Demonstrable organisational and coordination skills. ▪ Experience of operating in a modern digital workplace, including using digital tools (Microsoft applications and various external applications) to work collaboratively and productively. ▪ Experience in leading and managing a team. ▪ A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive and equitable organisation.