



Office Manager Information for Candidates

ROLE

Position:	Office Manager
Reports to:	Finance Director
Location:	RPO office (currently 16 Clerkenwell Green, London, EC1R 0QT and from 2025 Wembley Park) and RPO warehouse, Greenford, UB6 8UP
Contract:	Permanent, Full Time or Part Time
Salary range:	£30,000 - £33,000 per annum (Full Time)
Working hours:	9:30am to 5:30pm

APPLICATION AND INTERVIEW DATES

Application deadline	Friday 3 May 2024, 5pm
Interviews	Friday 10 May 2024
Format of application	A CV and covering letter emailed to recruitment@rpo.co.uk Please put Office Manager in the Subject line and address your application to Ann Firth
Application information	Please see our Guide for applicants and our website www.rpo.co.uk Applicants must have the right to work in the UK

PURPOSE OF THE ROLE

The Office Manager is responsible for premises and equipment management for both the RPO's Administrative office and Garage/Warehouse managing an annual budget of around £75,000. The Office Manager will play a key role in the move of the administrative office to Wembley Park, planned for March 2025.

Acting as a Health and Safety Competent person, the Office Manager will ensure that the RPO meets required Health and Safety standards (IOSH training will be provided if required).

The Office Manager undertakes aspects of staff induction including issuing IT equipment and Health and Safety induction and checks.

Maintain the office and warehouse with appropriate services and utilities and in a good state of repair

- Maintain schedule of building, equipment and office maintenance and health and safety visits including a clear record of last visit and date of next planned visit.
- Maintain utilities and maintenance services contracts database including fees, relationship manager / contact details, procurement and renewal dates
- Book in and oversee maintenance, repair and re-decoration visits at both the Administrative office and the Warehouse, keeping costs within budget
- Undertake office management aspects of property dilapidations work when required at the office and warehouse

Act as the Health and Safety Competent person and maintain good Health and Safety compliance

- Coordinate Health and Safety Committee meetings, setting agendas and (with the Committee) communicate to the wider body of staff
- Complete Health and Safety risk assessments; reviewing and revising as necessary.
- Undertake fire risk assessments for premises at least annually
- Arrange a sufficient roster of Fire Officers and convene for training and reviewing fire risk assessments at least annually
- Arrange a sufficient roster of First Aiders and facilitate booking training
- Maintain First Aid kits
- Organise annual PAT testing of electrical equipment at the office and warehouse
- Support RPO staff offsite with Health and Safety queries and services
- Retain records of music noise levels provided by the Stage and Transport team
- Undertake actions required by Health and Safety Audits, recording resolution and location of documents and health and safety equipment on the Audit logs
- Work with external health and safety consultants (when applicable) to keep policies and practices up to date and documentation in date.
- Ensure that Health and Safety policies are kept up to date and communicated to staff
- Daily, weekly, monthly and annual safety checks

Ensure good standards of cleanliness in the office and warehouse

- Manage cleaning contracts, leaving instructions for the cleaners as necessary and reviewing cleaning notices book daily for messages requiring action
- Arrange sanitary, waste collection and cleaning suppliers for the office and warehouse

Manage utilities and stationery and catering supplies

- Manage phone contracts (broadband and mobile)
- Oversee and monitor the RPO's IT support contract with the service provider, providing the first point of contact with the IT service provider for resolving IT issues
- Manage utilities contracts including planning for renewals ahead of fixed terms ending and seeking best value for money on renewal
- Maintain stationery supplies at required levels, encouraging reductions in usage and re-use in keeping with the RPO's environmental policy
- Review courier accounts and usage, revising provision if necessary and provide instructions for staff on using couriers and logging bookings
- Keep post franking machine topped up and oversee maintenance

- Arrange tea, coffee, milk supplies for office and warehouse
- Participate in the rota for daily office opening and closing processes, issuing reminders and guidance when necessary

Embed good environmental practices into office management

- Participate in the Environmental working group
- Maintain records to complete annual environmental impact reporting, including using utility provider databases
- With the finance department, enter environmental impact data for premises into the (Julie's Bicycle) reporting portal

Undertake Staff induction and issue of equipment

- Issue office keys to new staff and maintain a record of warehouse key holders
- With the finance team, oversee the renewal programme of laptops and phones, the issuing of laptops and mobile phones to staff, ensuring equipment is stored securely and equipment records are kept up to date
- Liaise with IT support as required
- Undertake workstation assessments
- Collect keys and equipment from leavers

Undertake the Office management aspects of the office relocation to Wembley Park

- Review fit out plans and setting out checklists of tasks required in good time
- Plan renewals or roll forward of maintenance contracts with existing suppliers
- Commission services and utilities for new premises
- Represent the RPO on tenants committee or equivalent groups
- Order furniture and overseeing delivery and installation
- Participate in snagging walkarounds and following up on steps required to ensure resolution

Provide Administrative and Logistical Support for the Managing Director

- Support the Managing Director's PA / Administrator when required
- Book meeting venues for Board Meetings and the Staff Forum when required
- Assist with directing visitors to the office and with catering for visitors

Other Duties

- Respond to general enquiries including participating in telephone pick-up groups
- Participate in all staff activities and training

PERSON SPECIFICATION

- Good working knowledge of the essentials of premises management
- An IOSH qualification is desirable
- Interest in music and performance
- Evidence of a high degree of self-motivation and the ability to work effectively and solve problems
- Good written and communication skills
- Strong attention to detail

- Good Microsoft Office skills
- Ability to maintain confidentiality
- Polite telephone manner and attentive behaviour, suited to working in a professional office
- Good team skills and flexibility to support other team members to get work done

ADDITIONAL BENEFITS

- 25 days annual leave per annum
- Bank holidays and entitlement to leave during the Company's annual (Christmas) shut down.
- The post holder will be auto-enrolled in the RPO's defined contribution pension scheme after a 3-month deferral period. Under existing legislation, there is an entitlement to opt out of the scheme. The RPO matches employee's contributions up to a maximum of 6% of salary
- Interest-free loan for an annual travel season ticket after a 6-month probationary period has been successfully completed