


<b>Office Manager</b>			
	<b>Document Number:</b> FG_HR_P.01 Form 08	<b>Version no:</b> 1	<b>Page</b> Page 1 of 3
<b>Review Date:</b>	14/03/2024	<b>Next Review Date:</b>	14/03/2026

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### **Job Description**

<b>Department/location:</b>	Future Industrial Services Midlands Division
<b>Hours of work:</b>	40 hours
<b>Reports to:</b>	Senior Operations Manager
<b>Holiday:</b>	25 days plus 8 bank holidays PA
<b>Other benefits:</b>	Company pension and bonus schemes, death in service benefit, private healthcare

### **General:**

The Office Manager is a key role responsible for the effective management of the Midlands Division office based in Rugby. You will be working directly with the Senior Operations Manager In this post as well as working closely with Operations Managers and the Client Liaison Manager to ensure all work is completed to exceed client expectations.

This role requires a proactive, “see it-sort it” attitude and a keen eye for detail and not being afraid to ask questions. You will be responsible for ensuring the operations office runs smoothly and your team fully complies with legal, company and customer HSEQ requirements.

### **Operations Support Duties**


- To oversee and manage the operational support function within the Midlands Division.
- Managing the planning board to ensure it is kept up to date with relevant site activities and KPI data completed.
- Overseeing cost effective accommodation for staff working off site.
- Overseeing hire equipment, ensuring it is removed from site as soon as work is completed.
- Overseeing the sourcing, issue, and recording PPE.
- Liaising with agencies for supply of temporary workers.
- Monitoring agency usage and expenditure in line with operational needs.
- Ensure customer KPIs are submitted in a timely manner by liaising with the site teams for the effective collation of timesheets and job sheets.
- Assist the HSEQ and Sales teams with tenders with operational data as requested.
- Oversea fleet compliance, driver’s hours & working time records alongside the Transport Manager.

### **Supporting Client Liaison Manager**

- Ensure the efficient management of customer enquiries and coordination of quotations in the absence of the Client Liaison Manager.
- Collect work sheets and compile charge sheets for review to ensure the timely submission of invoices and the relevant checks are made prior to issue.

### **People Management**

- Line management of operations support team.
- Support in the recruitment of new team members.
- Develop staff personal skills and capabilities through ongoing mentoring, training and development.

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	<b>Document Number:</b> FG_HR_P.01 Form 08	<b>Version no:</b> 1	<b>Page</b> Page 2 of 3
Review Date:	14/03/2024	Next Review Date:	14/03/2026

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### Commercial Responsibilities

- Issuing of purchase orders correctly and in line with company procedures.
- Detailed and continual reviewing of operational cost, including hotels, PPE and hire costs.
- Assisting the Senior Operations Manager in carrying out any relevant functions or required duties.
- Assisting the GM/IS Director in carrying out any relevant functions or required duties.
- Ensure that site commercial reporting is maintained, communicated and reviewed with the Senior Operations Manager regularly.

### General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

### Other General Responsibilities:

- Maintain the physical security of FIS equipment in your possession along with any goods transported in accordance with Company Security policies.
- Maintain the security and confidentiality of Company information and data in accordance with Company IT Security and Data Protection policies.
- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.


### Person Specification

Qualifications/Training	E / D*	How assessed***
L5 qualification in Business	D	CV
L5 qualification in Administration	D	CV
IOSH Managing Safely	E**	CV
<b>Experience</b>		
At least two years' office experience	D	CV/I
Customer service experience	E	CV/I
Experience of managing a team	D	CV/I
<b>Specific Post Knowledge/Skills</b>		
Good user level of MS Office (word, excel, outlook)	E	I
Knowledge of Gatehouse / Weighsoft software	E**	I
Experience of finance software (e.g. MS Nav)	E**	I
<b>Personal Characteristics</b>		
Professional attitude	E	I
Ability to get the best from a team; hands on approach to management	E	I
Ability to work on own initiative and within a team	E	I
Keen to develop knowledge within the industry	E	I

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

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	<b>Document Number:</b> FG_HR_P.01 Form 08	<b>Version no:</b> 1	<b>Page</b> Page <b>3</b> of <b>3</b>
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\*\*\*Application Form or CV (CV); Interview (I); Presentation (P); Practical Assessment (PA)