

JOB PROFILE: OFFICE MANAGER

Role:	Office Manager	Date profile last reviewed:	Aug 2026
Name:		Reports to:	Head of Property & Facilities

MAIN SUMMARY OF ROLE:

To be responsible for ensuring the Fund has work environments conducive to operational efficiency, productivity, staff wellbeing, positive visitor experience, safety and security. A key focus of this role is to be the 'front of the Fund' by delivering a customer focused administrative functions from the 67 Portland Place reception. The role holder will be a positive people-person, welcoming visitors to our office. Responsibilities also include, overseeing the office cleaning contract service, supporting meeting room bookings, organising catering and waste disposal as well as liaising with Fund departments in support of administration tasks.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Be a main point of contact for the Fund ensuring that people who visit or contact the Fund receive a warm welcome that espouses the Fund's values.
- Ensure that Reception is adequately covered and there is consistent professional service.
- Ensure that enquiries, complaints and queries that come to Front of House are managed promptly, triaged properly and messages passed on accurately; keep an accurate log of enquires.
- Ensure that procured goods and services (e.g., office cleaning, waste disposal, mail franking, milk supplies, catering) are delivered to agreed standards and in line with contractual terms.
- Manage office supplies and stock and keep an up-to-date register of equipment, furniture and other assets.
- Ensuring that incoming post is controlled and distributed efficiently and that the outgoing post process is also done efficiently and at the lowest cost.
- Ensure visitor safeguarding procedures are followed.
- Support with fire drills, evacuation plans, and emergency procedures to support staff safety and ensure that First aid kits are in place and regularly checked.
- Ensure that office premises are always kept clean and free from fire hazards.
- Ensure internal meetings (teams, management, committees and Board) are properly serviced, - room booking, room set up, refreshments, catering etc
- Co-ordinate external room booking ensuring that external users receive the agreed service and that pledged donations are received.
- Assist with office floor planning/updates and implementing desk location/layout changes.
- Line manage one member of staff.
- Support with preparing and managing office relevant budgets, including invoice processing.
- Assist with onboarding new staff.

COMPETENCIES REQUIRED FOR THE ROLE

Essential	Desirable
• Delivering results and meeting customer expectations • Planning and organising • Presenting and communicating information • Working with people	• Entrepreneurial and commercial thinking • Relating and networking • Adapting and responding to change • Achieving personal work goals and objectives • Applying expertise and technology

- Deciding and initiating action - Following instructions and procedures	Coping with pressure and setbacks
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<u>Essential</u> GCSE English and Mathematics (Grade A-C)	<u>Desirable</u> - First Aid qualified - Higher /Further education qualification(s)
Knowledge/ Experience:	
<u>Essential</u> - Office administration experience including delivering high customer service - Experience of managing health and safety requirements at work and writing risk assessments - Experience of effective record keeping	<u>Desirable</u> NEBOSH qualifications(s)
Skills/Abilities:	
<u>Essential</u> - The ability to be the “face of the Fund” - Positive people person welcoming visitors to the Head Office - The ability to build good relationships with suppliers, and service providers. - Ability to multi-task, work under pressure and as part of a team. - A positive and helpful attitude, sustained in a team environment and open plan office. - Team player, flexible and adaptable to change initiatives. - Highly efficient with excellent organisational and administrative skills - Technical proficiency; confident in using MS office functions. - Ability to be proactive, hands on and work with minimum supervision. - Excellent written and verbal communication skills	<u>Desirable</u>
Other Requirements:	
To carry out any other duties that is within the scope of the job as reasonably requested.	

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: