

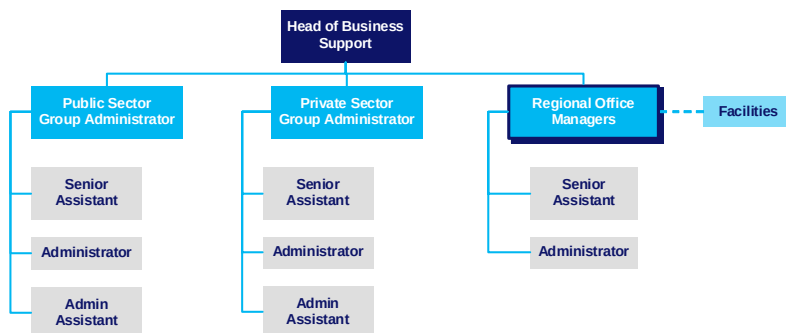
Job Description

Job title:	Regional Office Manager
Job holder:	
Reports to:	Head of Business Support
No. of direct reports:	2
Date of creation:	July 2008

Working context

Hay Group UK has around 75 delivery consultants in London. The nature of their roles means that they are often away from the office, juggling large numbers of external clients and maintaining good internal relationships with other consultants and relevant teams. The secretarial team is charged with ensuring those consultants are given appropriate, competent, high quality administrative support to ensure that they can continue to make a significant impact on the business.

Organisational chart



Job purpose

- To ensure the smooth running of the Regional Office, taking on an office management role
 - To act as a regional facilities contact and manage key interfaces with other support functions
 - To manage and co-ordinate the secretarial and administrative activities within the Regional Office to provide a high level of service and support to the consultants, acting as main point of contact for the office
 - To provide a senior assistant level of support to 3 or more consultants
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Main accountabilities**People Management**

- To manage the workflow of the team to ensure the effective use of resources and general co-ordination of secretarial and administrative support
- Ensure appropriate cover in the event of holidays, sickness and leavers
- Manage sickness and holiday for the team and keep records up to date
- Hold regular team meetings; keep team up-to-date on all key initiatives and creating a team environment
- Liaise with HR on the recruitment of temporary/permanent support and conduct interviews
- Liaise with HR/IT to ensure all administration and induction processes for new joiners are completed
- Ensure all new joiners receive the appropriate induction; share knowledge of business and processes ensuring the team receives appropriate training as the need arises
- Co-ordinate the performance management review process – probationary, mid and annual reviews; regular catch-up meetings with individual staff members throughout the year
- Identify key learning gaps and opportunities for individuals to develop
- Lead by example; act as a role model to all support staff across Hay Group

Office Manager Duties

- Keep the Disaster Recovery records up to date and action in the event of a disaster
- Deal with all external factors ensuring payment of bills are actioned and to budget
- Liaise with external parties to contribute to the effective running of the consultant business within the region
- Act as keyholder in the event of an emergency callout to building after hours
- Responsible for ensuring all repairs are carried out as required
- Responsible for ensuring that water/electricity/telephones run smoothly
- Arrange couriers
- Arrange service/callout for photocopiers, printers, binding equipment and franking machine
- Liaise with IT in relation to server or phone issues to ensure the smooth operation of a Regional Office
- Responsible for boiler, testing fire alarm and security alarm
- Responsible for employing contractors ie. cleaners, plant providers and hygiene providers
- Ensure petty cash is available and kept in accordance with procedures
- Maintain stationery requirements are ordered and kept within budget
- Liaise with contractors during building works; arrange access to the building after hours/evenings/weekends; liaise with the security firm to ensure that the building is secure
- Maintain overview of availability and quality of production hardware eg. photocopiers, PC, printers and shredding company
- Ensure archiving is kept up to date

Secretarial Role

- Ensure support staff have sufficient knowledge of the office management to manage in the absence of the Regional Office Manager
 - Balance the tasks and processes to be completed with the secretarial resources available
 - Monitor productivity levels and balance of skills within the secretarial team to ensure that they are equipped to complete their work
 - Ensure that client calls are dealt with promptly and actioned in the absence of a consultant
 - Support the team leaders and the financial cycle: analyse and appraise financial related information ensuring the financial process deadlines are met
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- Provide project administration support on projects, comprising: diary management, invoicing, ensuring all materials are produced and delivered. Work directly with the consultants for the duration of a project to provide support
- Read and action consultants' e-mail, filtering through priority e-mail and using initiative to act accordingly
- Take dictation as and when required
- Ensure data for tenders are collated and produced; liaise with consultants ensuring deadlines are met
- Organise all aspects of travel including hotel accommodation, visas and currency in a cost effective manner; produce itineraries optimising consultants time and resources
- Manage the diary, prioritising and juggling meetings where appropriate; ensure time is set aside to achieve key tasks
- Ensure that the appropriate standard production of materials within the team is maintained
- Maintain a bring forward system of filing
- Assist with the production of documents in Word, PowerPoint or Excel
- Ensure databases are maintained and kept up to date
- Manage the marketing materials ensuring they are updated and sent out to clients appropriately

Dimensions

Staff:	people manage team of support staff in said location
Consultants directly responsible for:	3 or more
Financial Responsibility:	keep Days Receivable Outstanding under 45 days ensure revenue recording, forecasting and HayTime is completed weekly
Office Responsibility:	ensure smooth running

Impact and influence

The Office Manager represents both the business and the secretarial team; the main focus for the team being recruitment; performance; day-to-day issues; learning and community. In respect of the business to ensure that they are receiving the appropriate service levels and meeting their needs.

The Office Manager is responsible for maintaining regular contact across the business to ensure any information or events deemed relevant are passed on; this not only contributes to the smooth running of the team but creates a positive team climate.

The Office Manager ensures that the needs of the office are met; liaising with the appropriate contractors to provide a working office environment.

Knowledge, skills and experience

- Previous secretarial experience at a senior level
- Advanced knowledge of the Microsoft packages (Word, PowerPoint, Excel)
- Educated to GCSE level or equivalent and in possession of good grades in English and Maths
- A relevant qualification may be advantageous
- Good working knowledge of Hay Group, if internal candidate
- Supervisory experience, if external candidate

Key relationship/customers

- Members of the secretarial team
 - Other Regional Office Managers/Group Administrators
 - Consultants
 - Project Management Team
 - Client personnel
 - Internal support departments (HR, Finance, IT, Facilities, Marketing etc)
 - Contractors for regional office and building (landlord, cleaners, utilities, couriers etc)
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Other information

Personal Attributes

- **Assertiveness:** has the ability to articulate and hold their own in pressured conversations and to manage the expectations of others whilst working under pressure
- **Initiative:** requires little or no supervision but will seek support from Head of Business Support if necessary. Understands the necessity to forward plan and think through potential complications. Identifies appropriate solutions to problems and acts accordingly. Able to make sense of issues; identify and solve problems. Proactively suggests ideas for improvements around working practices
- **Credibility:** has gained the respect from all members of the business, both consultants and support, seen as reliable, trustworthy and capable of performing the role; leads by example
- **Adaptability:** maintains good performance and quality of work under pressure and is prepared to manage change at the last minute
- **Professionalism and confidentiality:** confident individual who can deal with people at all levels both internally and externally. Demonstrates credibility and appropriate verbal and non-verbal behaviour with clients and sector/industry team; adapts style when necessary
- **Teamwork:** actively fosters a good working environment with consultants; the secretarial team and other support functions across Hay Group; builds effective team relationships
- **Team effectiveness:** creates conditions to enable the team to perform at it best; acts to build a team setting clear direction, providing appropriate structure, recruitment of the right people. Provides the support needed to the team in respect of personal development and coaching, as required
- **Organisation and planning:** has the aptitude to prioritise, plan and organise workloads placed upon them and the ability to manage expectations and deadlines
- **Oral and written communication:** has the ability, confidence and professionalism to convey information, both written and oral, clearly, concisely and persuasively
- **Commitment:** has the drive and energy to undertake all tasks, even those that may appear laborious, displaying the same level of motivation and enthusiasm
- **Empathy:** has tact and diplomacy and an ability to anticipate and deal with the varying needs and concerns of others and can adapt their personal style to meet these needs
- Able to relate well to others and use interpersonal skills to achieve desired objectives; recognising the need to represent both the business and team

- Ability to cope with change, to be flexible and to handle times of uncertainty
- Focus on achieving results and exceeding others' expectations
- Encourages self-direction amongst team members