

Job description

Role title	Office Manager / PA
Reporting to	Reporting to Bid Manager

Purpose of the role

Objectives

- Provide Reception & Administrative Support to all aspects of the business
- Day to day management of head office and support of remote sites
- Provide Personal Assistant support the Senior Directors as required.

Key accountabilities

Personal Assistant to Directors within Brook Henderson Group (primarily Asterol)

- Management of diaries
- Ensure directors are aware of and on time for regular weekly meetings
- Prepare documentation for meetings as required
- Occasional minute taking and production of agendas as required
- Complete and obtain authorisation for Director expenses
- Support in completing personal HR forms

Office Management

- Reporting of Office Maintenance and IT equipment requirements
- Book travel and hotels and distribute itinerary's
- Organise Conference Calls when required
- Keep staff Holiday Plans and Gift & Hospitality log up to date
- Ensure cost savings in Stationery, Recycling and Shredding where possible
- Day to day maintenance of Office Equipment and keeping environment to a good standard at all times
- Ordering Stationery for all sites to include perishable items
- Organise Team Meetings and when needed, provision of lunch, agendas and formulation of presentations
- Keep Admin Bible up to date
- HR Support: Make up interview packs and plan staff inductions
- Ownership of Induction Booklet
- Quality Management support and coordination in improving HR or General ISO documentation
- Health & Safety quarterly inspections, DSE audit and management of DSE record keeping
- Raise Office related Purchase Orders as requested
- Key Contact for Remote Sites
- Site equipment issue reporting
- Key contact with AMS – Promote usage internally
- Other ad hoc duties as applicable to an admin support role

Reception

- Front of House
- Hospitality for External Visitors
- Screen Phone Calls
- Ensure meeting rooms and Reception areas are tidy at all times

Legal

- Typing legal documents from Dictaphone
- Formatting legal documents
- Reviewing legal documents
- Keep Gifts & Hospitality log up-to-date
- Other appropriate legal administrative tasks as required by Head of Legal

Resources/ Decision Making Authority

- No staff supervision responsibilities , although will be required to delegate tasks when workload increases to Ops Admin/ Project Support
- No budget/ sign off responsibilities

Performance Indicators

- Smooth day to day running of the office
- Timeliness and accuracy of diary arrangements with Directors
- Ability to work with all levels of colleagues and clients
- Achievement of agreed personal and team objectives
- External and Internal feedback.

Capability profile

Qualifications	Essential	Desirable
NVQ in Business Administration		✓
Good all round qualifications at GCSE level	✓	
Skills	Essential	Desirable
Computer literate (Windows) to include Microsoft Office Skills	✓	
Outlook	✓	
Word	✓	
Excel	✓	
PowerPoint		✓
Project		✓
Database Administration		✓
Good interpersonal skills	✓	
Good oral and written communication skills	✓	
Able to work as part of a team or alone	✓	
Able to work to a deadline	✓	
Able to prioritise	✓	
Able to complete tasks in a methodical manner	✓	
Attention to detail	✓	
Able to type at above 60wpm		✓

Mobility requirements

Role location	Reading
UK travel	Occasional
International Travel	Unlikely

Other

CRB disclosure	Yes	No
CRB disclosure required?		✓

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