

Office Manager

Location: Office based - Orchard View 112 Street Lane Leeds LS8 2AL

Permanent, Full Time

Job Purpose

The Office Manager is responsible for ensuring the smooth, efficient, and compliant running of the practice. This includes office management, HR administration support, managing the admin team, maintaining a positive working environment, and ensuring operational processes run effectively. The Office Manager supports the wider leadership team and contributes to continuous improvement across the firm.

Main Responsibilities

Office Management

- Oversee day to day office operations to ensure a professional, well maintained working environment.
- Coordinate office and building maintenance with suppliers and contractors.
- Manage office supplies, equipment, workspace setup, and facilities.
- Support onboarding by embedding new starters effectively.
- Oversee cleaners and arrange cover when required.
- Assist with internal events and general office coordination.

HR Administration Support

- Support recruitment and selection processes, including drafting job descriptions.
- Assist with performance management and appraisal administration.
- Coordinate training and maintain records.
- Manage absence tracking and HR documentation.
- Respond to day-to-day staff HR queries and provide support to managers.
- Prepare payroll information and support pension administration.
- Coordinate the Work Experience Programme.
- Maintain and update HR policies, processes, and the Employee Handbook.

Training

- To support the learning and development policy implementation
- Co-ordinate training requests

Administration Team Management

- Lead, support, and supervise the admin team.
- Oversee client enquiries, ensuring high quality telephone and reception services.
- Carry out appraisals and identify training and development needs.
- Ensure adequate staffing levels and appropriate workload management.
- Maintain process guidance and ensure documentation remains up to date.
- Oversee archiving, file destruction, and accurate record keeping.
- Liaise with IT regarding system or user changes affecting the admin team.

Health & Safety

- Act as the Health & Safety representative for the practice.
- Support the delivery of a safe working environment and ensure staff follow procedures.
- Coordinate H&S activities with internal and external stakeholders.

Continuous Improvement

- Identify opportunities to enhance efficiency, processes, and service levels.
- Share recommendations for improvements with leadership.
- Support implementation of new processes and operational enhancements.

Person Specification

- Professional, approachable, and supportive.
- Highly organised with strong attention to detail.
- Calm under pressure and adaptable to changing priorities.
- Proactive and solutions focused.
- Strong sense of integrity and maintains confidentiality.
- Positive leadership style with the ability to motivate teams.

Essential Skills and Experience

- Experience in office or practice management within a professional environment.
- Experience supervising or managing a team.
- Strong organisational skills with ability to prioritise and manage multiple tasks.
- Experience of, or a good understanding of HR processes and administration.
- Understanding of Health & Safety responsibilities.
- Strong communication and interpersonal skills.
- Good working knowledge of Microsoft Office and business systems.
- Experience maintaining confidential records and sensitive information.

Desirable

- Experience in a legal, professional services, or regulated environment.
- Experience implementing new processes or continuous improvement initiatives.