

## **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.