



Job Title	Office Manager
Job Overview	<p>Rock Management Services (Rock MS) provides business support to businesses who do not have the capacity to have an in-house team. One of Rock MS' biggest clients is Reeds Solicitors LLP (Reeds), a large multi-office solicitors' firm with offices across England and Wales. Reeds represents clients in Criminal Law, Prison Law and Family Law, as well as in Mental Health and Court of Protection proceedings. The firm is based upon a strong ethic of client care and employee care and prides itself on supporting and developing its staff at every level.</p> <p>This role will be supporting Rock MS clients, predominantly Reeds Solicitors LLP in their large head office in Oxford. (<a href="http://www.reeds.co.uk">www.reeds.co.uk</a>).</p> <p>The Office Manager is responsible for the day to day running of the office and implementation of business plans, policies and procedures under the guidance of the Practice Manager, also working together with HR Manager, Accounts and IT team. Whilst also supporting local Team Managers with their departmental needs and operational requirements.</p> <p>The ideal candidate will be confident in responding to changes, remaining calm under pressure. This role is well suited to someone who enjoys a wide variety of tasks and working with people, embracing new challenges with a fast-paced workload. In this role, your to-do list will always be evolving.</p> <p>The successful candidate will need to be within commuting distance to attend the Oxford office on a regular basis, with the opportunity for some home-working. The working hours are 09.00 – 5.00pm, Monday to Friday. This is a permanent full time contract. The main duties and key requirements are set out below:</p>
Roles and Responsibilities	<p>Personnel Management:</p> <ul style="list-style-type: none"> <li>• Holiday/Absence control: maintain holiday and sickness records, liaise with Team Leaders and other line managers to ensure adequate staff availability during periods of holiday and sickness, reporting information where necessary</li> <li>• Absence management: completing return to work interviews or supporting other line managers with RTW interviews, absence management meetings, liaise with Accounts and Payroll where necessary</li> <li>• Inductions: conducting or arranging inductions ensure all new staff and those changing departments or offices have an induction in line with company procedures;</li> </ul>



# ROCK

MANAGEMENT SERVICES

- Appraisals & Performance Management; ensuring staff appraisals take place at the relevant points throughout employment; ensuring training and development needs as identified through the appraisal process are followed up;
- Assisting Recruitment on a local basis (as and when required);
- Direct Line management of administrators and secretaries of local teams, working in conjunction with Team Managers;

## Facilities Management and Health and Safety:

- The Office Manager is responsible for the H&S for the premises and the staff (currently around 35 staff members, with about 10 attending the office daily);
- Ensures that Office cover Rota is in place and communicates with all staff in ensuring that things are running smoothly on a daily basis;
- Manage office improvements and both planned and reactive maintenance including booking and overseeing contractors for required works.
- Striving to improve the office appearance, both internally and externally, particularly in client facing areas of the office environment;
- Co-ordinate contractors and outsourced activities e.g. cleaners; performing annual quality reviews; identifying needs and researching new or alternative contractors to ensure competitive rates;
- Risk management: monitoring and reporting on risk as and when a situation arises, ensuring corrective actions are taken and implements preventative measures to prevent future issues
- Fire safety & First aid; ensuring courses/certificates are renewed when necessary; logging any incidents; ensuring contact information is updated as necessary; taking on the role of fire warden, ensuring that risks are mitigated and the law is complied with;
- Fire safety procedures: liaising with building managers when fire alarm tests are arranged; ensuring procedures are up to date and staff training is carried out including fire extinguisher training; logging any incidents; ensuring contact information is updated as necessary; taking on the role of fire warden; ensure annual fire safety inspections are carried out, ensuring regular checks of fire safety equipment and first aid kits are carried out;
- Ensuring the Business Continuity Plan is kept up to date, test annually and train local employees.
- Security; training staff to ensure office security procedures are followed; holding keys and following petty cash procedure;

	<ul style="list-style-type: none"> <li>• Organise shredding to be collected on a regular basis;</li> <li>• Ensure office has enough kitchen supplies;</li> </ul> <p>Other responsibilities:</p> <ul style="list-style-type: none"> <li>• Office Manual updates: contributing to the development of internal guides/templates/documents, procedures;</li> <li>• Checking and processing invoices and passing for payment following internal procedures;</li> <li>• Organising and hosting regular office and team meetings, including taking notes.</li> <li>• Overseeing duty solicitor compliance for local teams and reporting problems to Team Leaders and updating the central records.</li> <li>• Processing and submitting monthly staff expense claims;</li> <li>• Processing monthly Work in Progress reports (WIP) to ensure work continuity (where needed);</li> <li>• Implementation of any changes in the business;</li> <li>• IT resources: liaising with IT department, Support Desk queries, telephone system maintenance, Printers, franking machines, PC and laptop maintenance, external portals, other hardware and software queries and upgrades and assisting where necessary;</li> <li>• Assisting with the organisation of the Christmas rota and events e.g. Christmas parties;</li> <li>• Any other tasks as directed by the management of the organisation.</li> </ul>
Person Specification	<ul style="list-style-type: none"> <li>• Experience of working with people and people management;</li> <li>• Experience of facilities management;</li> <li>• Outgoing, organised and confident with excellent communication skills (both verbal and written);</li> <li>• The ability to work within a high pressure, high workload environments and tight deadlines;</li> <li>• Proactive and able to develop good working relationships with internal and external contacts;</li> <li>• Must be able to multi-task and prioritise work;</li> <li>• Be computer literate with experience of using Microsoft Office packages;</li> <li>• Adaptability and flexibility to change;</li> <li>• A positive "can-do" attitude;</li> <li>• Good team work ethics but also able to work independently;</li> <li>• Strong administration skills and attention to detail;</li> <li>• Reliability and discretion;</li> <li>• Excellent problem-solving skills;</li> </ul>
Salary	Starting salary £27,000 upwards, negotiable based on experience.



Working hours	9:00am to 5pm, with one hour for lunch Monday – Friday
Job type	Permanent – Hybrid
Closing date	We reserve the right to amend the closing date or withdraw the advert without notice prior to the closing date.
Why work for Rock MS?	<p>We are a forward thinking, dynamic company, who put their clients and employees first. We are a fun and flexible firm with good opportunities for development and career progression. We expect a lot from our employees but in return we offer:</p> <ul style="list-style-type: none"> <li>• The ability to earn up to 30 days of holiday with years of service (standard holiday packages start at 21 days plus all bank holidays);</li> <li>• Additional paid day off on your birthday.</li> <li>• Ability to purchase a further 5 days of holiday each year.</li> <li>• Discretionary additional holiday days given at Christmas (up to a maximum of 2 days)</li> <li>• Flexible working schemes available to all employees.</li> <li>• Private medical health care with the option to add optical and dental care.</li> <li>• Discounted gym memberships.</li> <li>• Fresh fruit baskets in each office on a weekly basis.</li> <li>• Cycle to work scheme.</li> <li>• Unlimited access to online based training.</li> <li>• Employee assistance programme with access to physical, mental and emotional health advice &amp; webinars, wellbeing videos and programmes, online counselling &amp; mini health checks.</li> </ul>
How to apply?	If you are interested in this position, or would like further information, please email <a href="mailto:recruitment@rockms.co.uk">recruitment@rockms.co.uk</a> with the job title clearly stated in the subject line.