

## Job Description

Job Title: **Office Manager**

Responsible to: **Collaboration Director**

Responsible for: **ensuring the delivery of smooth office operations by managing administrative tasks, coordinating between colleagues, and maintaining an organized, efficient workplace**

### Job Purpose

- Responsible for overseeing the daily administrative operations of the office to ensure efficiency, productivity, and a positive work environment. To **balance** administrative duties with team support and office management oversight
- Manage daily office operations, including scheduling meetings, maintaining office calendars, and coordinating appointments
- Maintain office supplies, equipment, and facilities; **schedule** necessary maintenance and handle vendor contracts
- Serve as point of contact for internal and external communications, including emails, phone calls, and visitors
- **Support** the leadership team by preparing reports, documents, presentations, and handling confidential correspondence
- Supporting the Head of Strategy & Governance to undertake regular review and updating of all existing Corporate Policies and procedures
- Actively manage all **Prosper Generic Email Accounts**
- Arrange and attend meetings/events as appropriate including organising venues, amenities, agendas, distribution of paperwork, minute taking and coordinate action planning activities arising from these
- Manage office budget, monitor expenses, and ensure **timely** payments for invoices and services
- Implement and refine office systems, processes, and workflows to improve efficiency and effectiveness
- Ensure compliance with health, safety, and legal regulations affecting the office environment
- Represent **Prosper** in a professional and knowledgeable manner to all stakeholders, partners and potential partners displaying a full understanding of the business.
- Provide administrative support across the team where necessary
- Any other duties commensurate with the grade and level of responsibility of this post, for which the post-holder has the necessary experience and/or training.

### Person Specification

#### ESSENTIAL

##### Experience:

- Successfully undertaken role as an Office Manager, Administrator or similar role
- Strong organizational, multitasking, and time management abilities
- Proficiency in Microsoft Office Suite or similar office software
- Ability to handle sensitive information with discretion and professionalism
- Problem-solving skills with attention to detail

- Has a proven track-record of delivering excellent administrative management support to key internal and external customers.

#### Skills:

- Excellent planning and organisational skills.
- Excellent communication skills both written and oral and the ability to speak articulately and confidently.
- Flexible, resourceful and efficient.
- The ability to manage workload and prioritise task requests.

#### Education:

- Minimum NVQ Level 4
- Advanced Microsoft Office – Excel, Word, Power Point and Outlook.

#### Attitude:

- ★ Customer orientation.
- ★ Self-motivating, focused, persistent and task driven.
- ★ Full appreciation, awareness and understanding of Equality & Diversity issues.

#### Behaviour:

- ★ Enthusiastic and demonstrates self-belief
- ★ Strong team working skills and collaborative approach to work-based tasks.

## DESIRABLE

- Business Related Degree
- Experience of working within the construction and/or social housing sector.
- Exposure to managing high intensity workloads liaising with external partners.