



# Senior Office and Administration Manager

**IMC Grade:**  
Principal Consultant

**Responsible to:**  
Managing Director

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## The Role

We are recruiting world class talent. Come and join us.

The Senior Office and Administration Manager will be responsible for the smooth running of the office facilities.

You will also lead, manage and develop the Admin Team.

You will effectively support the Directors and staff in business development administration and project management activities.

The Senior Office and Administration Manager will organise and coordinate the smooth running of the office, in order to ensure organisational effectiveness, efficiency and safety.

## The Person

We are seeking an energetic professional who doesn't mind wearing multiple hats - experienced in handling a wide range of administrative and executive support related tasks and able to work independently with little or no supervision.

You should be well organised, flexible and enjoy the administrative challenges of supporting an office of diverse people who are working to tight deadlines. You must be comfortable and confident in juggling multiple work priorities.

## Main responsibilities

- Manage and lead the Admin team, including carrying out appraisals and performance management, one-to-one meetings as required, and to recruit new team member(s) to strengthen the team and increase/improve the support provided to colleagues.
- As our business grows, carry out periodic reviews of the team's collective responsibilities and distribution of those responsibilities.
- Provide administrative support to Directors and colleagues across the business, managing the resource of admin staff to complete the required tasks. This includes, but is not limited to preparation and formatting of proposals, capability statements, reports, CVs and other documents; arranging travel, visas, accommodation, answering the telephone, despatch of couriers/post, purchase of stationery and consumables, etc.
- Attend the weekly Resource Meeting, and other meetings as required, providing feedback to the Admin team as appropriate.
- Provide general support to visitors.
- Assist in the induction of new hires.
- Address employees' queries regarding office management issues (e.g. facilities, equipment and travel arrangements).
- Liaise directly with project teams in order to oversee to efficient organisation and booking of overseas travel arrangements, ensuring all compliance requirements are met.
- Liaise with those responsible for crisis management, working together in the event of an international incident that effects our people to manage IMC's response.
- Assist with planning in-house or off-site activities, like meetings, conferences and celebrations.
- Oversee Admin support of regular senior management and board director meetings (room bookings, refreshments, minutes and time and distribution of papers).
- Organise and manage the archiving and retrieval of files and documents.
- Oversee the daily upkeep of the office space including the kitchen and print room.
- Arrange general maintenance of the office space, arranging for repairs, etc. as required.
- Oversee and agree contracts and providers for services including security, parking, cleaning, catering, technology.
- Oversee liaison with the landlords regarding facilities and site management issues (cleaning, security, recycling, building maintenance issues, parking and reception, etc.).
- Work with the Business Improvement Leader, PMU and HR to update, improve and maintain office systems, policies and procedures as appropriate.
- Oversee liaison with the Director responsible to set up new office space and organise office move(s) when needed.

- As the company continues to grow, develop and implement new administration systems as and when appropriate.
- Meet the [quality standards](#) of the company and of the development partners, our Clients.
- Meet the high ethical standards of the company as directed by the [IMC policies](#) related, but not limited to: Business Ethics, Equal opportunities, Anti-Harassment & Bullying, Safeguarding, Anti-Slavery and Human trafficking and Data Protection.
- Work confidentially when appropriate and to work with the data protection guidelines.

## Team Environment

This recruitment will involve some adjustments to the current team's roles and responsibilities. You will join a small Office & Administration team which currently consists of one full-time and two part-time Administrators. You will work closely with the other Management Support teams within IMC to make improvements across the business.

The working environment is professional but very welcoming with a focus on ensuring the very best level of support services to our Directors, staff and external clients.

You will be required to attend meetings and development workshops when necessary.

**Hours of work** – This role is a full-time position. Full-time working hours are 37.5 per week.

**Location** – The role is based in the IMC offices in Redhill. We are a short walk from Redhill train station, which has direct links to London and the South Coast. There is free parking available on site depending on availability.

**Salary** – Competitive salary depending on experience.

**Annual leave** – 25 days annual leave plus public holidays. The holiday year is 1st January – 31st December.

**Benefits** – Buying and selling of annual leave scheme, health cash plan scheme, life assurance scheme, private medical insurance, company contributory pension scheme and cycle to work scheme.

IMC also supplies free refreshments and fruit, and there is a dress down day every Friday.

**Closing date is 28 March 2019 at 9am**  
**Applications will be reviewed on an**  
**on-going basis, please apply as soon**  
**as possible.**

## PERSON SPECIFICATION: Senior Office and Administration Manager

	Essential	Desirable
<b>Qualifications, understanding &amp; training:</b>		
Educated to degree, A level or equivalent standard		X
Knowledge of office management responsibilities, systems and procedures	X	
In the course of his/her duties, the incumbent will be privy to confidential matters and transactions and must display the utmost discretion and professionalism	X	
Knowledge of working within a consultancy environment		X
<b>Experience:</b>		
Office management/Facilities management experience	X	
Administration management experience	X	
Applying for visas, booking flights		X
<b>Abilities &amp; skills</b>		
Excellent organisational, planning and time management skills, with the capability to prioritise tasks and adapt when necessary to meet deadlines	X	
Excellent written and oral communications skills in English, with a good telephone manner	X	
Good IT skills, in particular Microsoft Office	X	
Ability to liaise well with others at all levels	X	
Ability to work on own initiative	X	
Ability to work in a fast-paced environment	X	
Ability to monitor performance of the team	X	
Ability to initiate change and adopt new processes/procedures when needed	X	
Attention to detail	X	
Problem-solving skills	X	
Calm in pressurised situations	X	
Ability to work confidentially and work within data protection guidelines	X	
Flexible and adaptable, able to adapt appropriately within various situations	X	
Ability to lead, manage, coach, encourage and mentor team members and build capacity	X	
<b>Personal:</b>		
Confident and self-motivated with a pro-active attitude	X	
Flexible attitude to meet the needs of the role	X	
Commitment to IMC's objectives, ethics, values and Equalities and Diversity and Safeguarding Policies	X	
Excellent work ethic and leads by example	X	
Driven and determined	X	
Co-operative, supportive and enthusiastic team player	X	

## IMC Competency Framework: Senior Office and Administration Manager

Competency	D	I	A	S
IMC Values and Ethics			X	
Business Insight			X	
Bid and Project Management			X	
Technical/Area specialisation			X	
Relationship Management and Working with Others			X	
Leadership and Resilience			X	
Impact and Influence			X	
Decision Making and Planning and Organising			X	
Results Orientation and Continuous Improvement			X	
Financial and Commercial awareness			X	

**Key:**

*D – Developing*

*I – Independence*

*A – Accomplished*

*S – Senior Management Level*