



JOB DESCRIPTION – Office Manager

Role Overview

This is a unique and exciting opportunity to support our Directors within this well-established small family run stone manufacturing company. We are manufacturers of granite and marble bespoke kitchens and bathrooms and other bespoke stone products. This role will suit an experienced Office Manager who is able to multi-task and work to coordinate the administrative functions and office management in this extremely busy office. This is a demanding but satisfying role for a forward thinking and experienced individual and includes working across general office functions, customer service and processing, health and safety, personnel management, supporting accounting and invoicing, contract management and training.

Whilst experience in the stone manufacturing industry would be beneficial, full training will be given with this aspect of the business.

Starting Salary £25,000 to £30,000

Position

This is a full-time position with hours of work being 8.30am – 5pm Monday to Friday (½ hour lunch break – un-paid) plus every alternate Saturday 9am – 12noon (time in lieu given during the week) for opening the showroom and dealing with customer enquiries and sales.

Main areas of responsibility

1. General management of the office and its systems and processes including customer management (Trade and Private customers) from initial enquiry through to completion of sales.
2. Administration of the Healthy and Safety including office, showroom, workshops and external fitting teams. External support from a Health and Safety consultant is provided.
3. Administration of company insurance policies.
4. Administration of training programmes for all staff.
5. Administration of Annual Leave and Absence for all staff.
6. Responsible for the Human Resources management of staff, including recruitment and induction, personnel management and appraisals. External consultancy support also provided.
7. Working with the Sage accounting package in relation to quotations and invoicing.
8. Ensuring that customers have been correctly invoiced and bills are paid in a timely way according to company processes.
9. Maintaining stone order and delivery spreadsheet as well as undertaking a weekly stock take and updating of stock spreadsheet.
10. Management and administration of the Petty Cash including maintenance of Petty Cash spreadsheet and SAGE entries.
11. Management and maintenance of the company website and social media sites for the company
12. Assisting with marketing campaigns as necessary.

Essential Abilities and Experience that must be demonstrated

- Must be an experienced Office Administrator or Manager
- Must be able to manage the office staff and administrative processes.
- Must be able to communicate effectively with both staff and customers with a professional approach.
- Must be numerate and computer literate with excellent attention to detail.
- Must be able to multi task under pressure.
- Must be physically fit, walking customers around the yard and showroom is an essential part of the role and the office is based upstairs.

Person Specification

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Business and office administration 	<ul style="list-style-type: none"> • Knowledge of the stone / manufacturing industry • Knowledge of stone – granites, marble, limestone, slate and quartz – training will be given • Customer Service experience
Experience	<ul style="list-style-type: none"> • Office Management expertise – wide range of skills including: <ul style="list-style-type: none"> ◦Excellent and proven administrative ability and capacity to follow process to a high standard. ◦Ability to work with CMS systems to update company website and social media sites • Health and Safety Management understanding and experience • Understanding and experience in Human Resource and personnel management 	<ul style="list-style-type: none"> • To have Sage Accounts experience • To have managed a small team of staff • Petty cash and some accounting experience beneficial
Qualifications/Skills	<ul style="list-style-type: none"> • Excellent numeracy skills • Excellent customer service skills • Computer literate and able to use Word, Excel, Sage, Email, Databases and Internet. • Must be able to speak, read and write English to a high standard 	<ul style="list-style-type: none"> • Clean Driving licence but business has good public transport links between Bath and Devizes.
Attributes	<ul style="list-style-type: none"> • Be able to work with under own initiative and as a member of the company team (office and manufacturing) • Excellent timekeeper • Excellent attention to detail • Excellent communication skills • Flexible – willing to work to cover other office staff for holidays etc • Methodical – excellent at prioritising and balancing workloads • Process orientated • Must be a team player • Goal focused • Time and diary management – plans work to meet production and fitting needs • Able to deal with customer complaints in an understanding and non-confrontational way • Optimistic – positive and solution focused 	