

A.A. AGENCY LTD

Please note all our employers are Local Authority

Post Title: Office Manager

Responsible to: Group Manager

Responsible for: Personal Assistants
Administrative Officers

Rate: £15.00 p/h

Location:- Towerhamlets, Islington, Newham, Waltham Forest,
Southwark, Waltham Forest, Wandsworth, Croydon,
Kensington & Chelsea, Bromley, Camden,
Greenwich, City of London Etc.

Purpose of the Job:

1. To provide an efficient and comprehensive support service to the Corporate Director of Environment & Culture and the Service Heads and to personally provide a personal assistant service to the Director.
2. To be responsible for setting up and maintaining robust monitoring systems for directorate wide activities (e.g., members enquiries, Freedom of Information requests and Council questions and complaints from the public) and progress chasing as necessary.
3. Responsible for arranging all senior management meetings (including Directorate Management Team), events and awaydays, preparing agendas, minutes, action items and chasing up outstanding items.
4. Responsible, on behalf of the directorate, for the Council and Directorate forward programmes and the process for the submission of reports to CMT, LAB and Cabinet, taking appropriate action to ensure deadlines are achieved.
5. To manage an effective reception facility for the Directorate.

Major Duties and Responsibilities:

1. To ensure that a comprehensive and effective secretarial and support service is provided at all times for the Directorate's Senior Management Team and to personally provide secretarial support to the Director.
2. To develop a thorough understanding of the Directorate's core work areas in order to ensure strategic linkages/appropriate dissemination of information/assignment of actions.
3. To anticipate core requirements of the Corporate Director and Directorate Management Team in terms of preparing background papers, organising events and drafting complex presentational material.

4. Develop and maintain effective communication and liaison both within and outside the Council, with elected Members, other Council Directorates, community, business and other relevant organisations.

Major Duties and Responsibilities, continued:

5. Design, consult on and implement changes to improve the service. They may include setting out new procedures and standards to ensure operational effectiveness and efficiency in delivering a quality service.
6. To manage and co-ordinate the diaries of the Director and the Directorate Management Team and provide a full meeting administration service as required.
7. To manage the Directorate Senior Management PA's and ensure the provision of a high quality service at all times.
8. Draft correspondence as required and deal with calls and callers to the Directorate Management Team efficiently and courteously at all times.
9. Sort and distribute and, where necessary, deal with incoming mail ensuring the procedures for dealing with enquiries from Members, M.P.'s, the local Ombudsman and Freedom of Information requests are maintained and monitored and keep records for Citizen Charter performance indicators.
10. To undertake research on a variety of issues/enquiries/complaints, involving liaison with other officers, Members and outside organisations and presenting information in a variety of formats as required.

Job Activities:

1. Develop and maintain all manual and computerised information systems including the input, transfer, downloading extraction and interrogation of the available data. In particular, maintain a key contacts database and be able to undertake complex mail outs.
2. Develop and deliver the support team's plan and contribute to the formulation of divisional plans.
3. Define and agree the individual and team work programmes and allocate work in accordance with the section's resources, service plans and priorities to ensure that objectives and targets are met.
4. To provide a full typing/word processing service including transcription from shorthand, audio and manuscript.
5. To prepare routine correspondence and to monitor replies on behalf of the Directorate Management Team.
6. To use any appropriate computer, printing, reprographic, fax or other office

equipment, ensuring such equipment is properly maintained.

7. Carry out purchasing requirements on behalf of the Senior Management Team, raising requisitions, processing delivery notes and filing/recording orders to ensure goods/services have been received and services provided in accordance with requests and within financial regulations.

Job Activities, continued:

8. Process invoices for payment including the preparation of vouchers for appropriate authorisation.
9. Raise invoices and recharges, fees and other expenses incurred as requested and ensure all charges are made in accordance with agreed scales.
10. To record incoming post and sort, allocating/delegating/distributing as directed.
11. To receive and/or re-direct personal and telephone callers, dealing with highly sensitive and confidential matters in a professional manner and briefing the Director as appropriate.
12. To develop, implement and maintain effective administrative, information and filing systems to meet the needs of the line manager.
13. To research, collate and co-ordinate information required by the Directorate Management Team including media articles, circulars and committee reports.
14. To research, collate and co-ordinate background information for enquiries/complaints either written or verbal from Members, M.P.'s, other departments, external agencies, residents or any other sources.
 - a. To acknowledge receipt of such enquiries/complaints if a full reply is not immediately possible.
 - b. To ensure that such enquiries are dealt with in accordance with any prescribed target times.
 - c. To draft responses for the approval/signature of the Director and Directorate Management Team members
15. To maintain the Director's diary including computer based systems in consultation with him/her making appointments to ensure effective use of time, conferring with him/her on the day's timetable of arrangements and commitments and consequent organisational requirements.
16. To arrange meetings including booking venues, agenda preparation/distribution, taking/preparation/distribution of minutes (working outside of normal office hours if required). To monitor progress of follow up action to ensure all items are dealt with in a satisfactory manner.
17. To ensure all agendas/background papers, etc., are available to the Directorate Management Team in advance of scheduled meetings.

18. To highlight Committee and other action items/outstanding issues, progress chasing as necessary and operating bring forward systems as required in order to meet stipulated deadlines and the requirements of the forward programme.
19. To keep abreast of changes in the Directorate to ensure that the range of PA functions is undertaken in an effective and efficient manner.
20. To directly manage the Directorate's Senior Management PA staff.
21. Ensure the effective application of the Council's schemes with regard to equality, sickness, discipline, training and performance management and other personnel and administrative initiatives.

Job Activities, continued:

22. Actively support all employment initiatives within the Council, (i.e., work experience, modern apprenticeships, etc.) and pursue the Council's objective of a workforce to reflect the community in the recruitment and development of staff.

Additional Duties and Responsibilities:

1. Ensure that all duties and responsibilities are performed in accordance with all Council policies and procedures including Financial Regulations, Standing Orders, HR Policies and Procedures, Health and Safety Policy, etc.
2. Participate in the Council's performance management scheme, ensuring that performance standards/targets are set and met within the agreed timescales.
3. Promote and comply with the Council's Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and to ensure all services are accessible to all users.
4. Operate and utilise information and communications technology as appropriate to the post's areas of responsibility and to assist with the identification and development of new ICT applications that would improve the efficiency of the service.
5. Keep abreast of professional developments, legislative changes and best practice, attending Continuing Professional Development courses as appropriate and applying updated knowledge to present work programmes and sharing information gathered on courses including providing training for other staff.
6. Undertake any other duties of a similar within any team of the section and at any location within the Borough, which may arise from time to time and which are commensurate with the grade of the post and within the capabilities of the postholder.