

## Office Manager

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Branch:	Bristol UK
Work location:	Office-based
Reports to:	Global Head of People and Organisational Development

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### Our Values

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You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative and dedicated, and it's at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it'll be important that you play your part.

### Job Purpose

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As the person in charge of making sure everything runs smoothly in our office, you'll have a big impact on our work environment. You'll be responsible for overseeing our office facilities and reception services, making sure we have a positive, welcoming workspace and that everything is functioning effectively and safely. As the first point of contact for visitors, you'll also be the friendly face that greets everyone who comes through our doors, including staff, customers, suppliers, and contractors. Your input will be invaluable in shaping our workplace culture and contributing to the company as a whole.

### The Role

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As Office Manager, your role is to ensure the smooth functioning of the office and provide a warm and professional welcome to visitors. You'll serve as the primary point of contact in our Bristol office for both employees and external stakeholders, maintaining positive relationships with tenants, neighbours, and the wider community.

Managing visitor and staff services, including print and postal services, as well as ordering supplies is also part of your role. You'll be responsible for safety and maintenance procedures, such as fire safety, risk assessments, and workstation DSE checks, as well as managing external contractors and service providers. You'll handle security measures and access control, collaborating with the IT team to make sure the office is safe and secure.

To help meet our sustainability goals you'll work with our Sustainability Manager to create environmental data reports, including monitoring the usage of office supplies, utilities, and water, and selecting suppliers who reflect our ethos.

You will work with our social committee and others to organise in-office events, such as staff drinks, lunches, social activities, and charity/local business gatherings.

During peak booking delivery periods, you may need to assist other departments with answering phone lines or preparing customer documentation. Additionally, you'll be responsible for minuting the weekly branch meeting and creating SharePoint posts to publish them.

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## Who you will be working with

You will report to the Global Head of Organisational Development (POD) and will work closely with the wider POD team.

You will liaise with Function Heads and Managers across the branch to understand and fulfil the needs of each department working in the office. You will work particularly closely with Global Information Technologies to provide the necessary resources in the office and with the Global Sustainability Manager to meet our local Sustainability targets.

You will need to develop strong working relationships across the local employee base, ensuring the whole team have the services and facilities that are required.

You will liaise with key external partners such as the landlords and building management company, contractors, security company, maintenance company, suppliers and the local Business Improvement District.

In 2024 we plan to add a Receptionist role to the team, and you will be responsible for recruiting and managing this role.

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## Level of budgetary responsibility

You will be responsible for the UK Facilities budget; including utilities, office supplies, printing, posting, security, cleaning, health and safety servicing and maintenance and other supplies that the office requires. You will set a budget in liaison with Head of POD and the Finance team.

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## Outputs and deliverables

- Annual facilities budget
- Office policy and process documents
- Equipment service and maintenance records
- PAT testing records
- Office workstation DSE assessments
- Risk assessments, SOPs and safety plans for fire and emergency evacuation
- Office Health and safety compliance documentation
- Environmental data reports
- Reception desk guidelines and facilities manual
- Safety and security incident reports
- Staff register and daily inspection reports
- Business card and other external print orders
- Health and safety training records
- Staff event feedback surveys

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## Measurables and KPIs

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You will work with the Head of People and Organisational Development to create clear and objective metrics to evaluate your performance.

## Main tasks and responsibilities

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- Manage the reception desk and customer area, ensuring a welcoming experience for all visitors.
- Maintain a clean, tidy, organised and safe office environment.
- Manage risk assessments, fire safety surveys, PAT and H&S processes to ensure a safe and compliant office experience.
- Manage equipment maintenance records.
- Manage the planting in the office with an external company.
- Ensure postal service are contracted, available and fulfilling our needs.
- Arrange domestic and international deliveries.
- Manage internal and external print requirements.
- Manage our meet and greet services for guests, whether clients, suppliers or other visitors.
- Ensure the team are kept up to date with Health and Safety training.
- Oversee office, kitchen and operational stock and supplies.
- Liaise with the police, fire and council as required.
- Organise cover in the case of absence.
- Liaise with the landlord in the event of any material issue with the premises.
- Liaise with local industry initiatives (BID) to ensure we are a contributing member of our local business community.
- Assist Sales and Booking Delivery with administrative tasks during busy periods.

## Experience and key skills required

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- Experience working as an Office/Facilities Manager.
- Confidence in managing relationships and balancing conflicting needs with tact and diplomacy.
- A self-starter, capable of managing and appraising own working practices.
- Resilience to perform effectively under reasonable levels of work-related pressure.
- An eye for detail and critical thinking – confident to analyse, improve and develop systems and processes.
- Problem-solving skills and the ability to anticipate issues.
- Proven planning and organisation skills.
- The discretion and professionalism to maintain a high level of confidentiality in all work.
- Good knowledge of Microsoft Office applications, Teams and SharePoint and confident with IT systems.
- Able to communicate effectively in verbal, written and drawn formats using appropriate media for different audiences both internally and externally.

- Positive and proactive approach to team working.
- Customer service experience.
- A strong desire to learn, with motivation to develop your skills and capability.

### What we are looking for from you

You will have previous experience running an office or workplace. You will be a well-organized, effective communicator, with strong problem-solving and technical skills, and the ability to adapt to changing situations. Your initiative and self-driven approach means you can build your own strategy and tasks and deliver on them. You will have a positive mindset with a can-do attitude and be able to find creative and pragmatic solutions to issues.

### Beneficial Skills and Experience

- Security system experience
- Health and safety management experience
- Facilities management experience including an understanding of typical electrical and mechanical systems in office buildings

### Pay and Conditions

Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. This role is an office-based role. We are happy to consider applications in line with our flexible working policy subject to demonstrating task competency.

#### UK

<b>Base Salary</b>	£29,723 – £34,457 (L13 – L18)
<b>Hours</b>	37.5 hours per week
<b>Holiday</b>	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday
<b>Health</b>	Employee Assistance Program; Enhanced parental leave
<b>Pension</b>	3% employer pension contribution
<b>Bonus</b>	Annual discretionary bonus related to company and individual performance
<b>Benefits</b>	• Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Employee Assistance Programme • Designated learning and development time

### About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get

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the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.