



Office Manager Information for Candidates

ROLE

Position:	Office Manager
Reports to:	Finance Director
Location:	Wembley Park, London, HA9 0BP
Contract:	Full Time
Salary range:	£30,000 - £35,000
Working hours:	9:30am to 5:30pm (part-time or flexible hours will be considered)

APPLICATION AND INTERVIEW DATES

Application deadline	Tuesday 30 June 2026, 5pm
Interviews	First Interviews, Friday 3 July 2026, Second Interviews Wednesday 8 or Thursday 9 July 2026
Format of application	Apply at RPO Office Manager with a CV and covering letter explaining your interest and your suitability for the role addressed to Ann Firth, Finance Director
Application information	Please see our RPO Guide for Applicants and our website: www.rpo.co.uk Applicants must have the right to work in the UK

PURPOSE OF THE ROLE

The Office Manager is responsible for establishing well organised schedules for RPO premises maintenance and services and for presenting a professional working environment, ensuring that premises are welcoming and safe for visitors and staff.

The role entails premises management for both the RPO's Administrative office in Wembley Park and Garage/Warehouse in Greenford managing an annual budget of around £100,000. The Office Manager is expected to play a key role in the move of the RPO's Garage/Warehouse on expiry of the current lease. Acting as a Health and Safety Coordinator, the Office Manager will ensure that the RPO meets required Health and Safety standards (IOSH training will be provided if required).

The Office Manager also oversees office and premises equipment management and undertakes aspects of staff induction including issuing IT equipment and account logins and Health and Safety induction and checks. The role supports staff with obtaining IT support from the Company's external provider.

Maintain the office and warehouse with appropriate services and utilities and in a good state of repair and cleanliness

- Ensure that good standards of cleanliness are maintained in the office and Warehouse / Garage
- Manage cleaning contracts, leaving instructions for cleaners as necessary and reviewing cleaning notices book daily for messages requiring action
- Maintain schedule of building, equipment and office maintenance and health and safety visits including a clear record of last visit and date of next planned visit.
- Maintain utilities and maintenance services contracts database including fees, relationship manager / contact details, procurement and renewal dates
- Book in and oversee maintenance and repair visits at both the office and the Garage/ Warehouse, keeping costs within budget
- Report internal works to landlords as required by leases

Act as the Health and Safety Coordinator and maintain good Health and Safety compliance

- Coordinate Health and Safety Committee meetings, setting agendas and (with the Committee) communicate to the wider body of staff
- Arrange General Risk Assessments and Fire Risk Assessments with external consultants and complete remedial actions and regular monitoring
- Send reports and certificates to the landlord's facilities managers when required
- Complete risk assessments when required
- Arrange a sufficient roster of Fire Officers and convene for training and reviewing fire risk assessments at least annually
- Arrange a sufficient roster of First Aiders and facilitate booking training
- Maintain First Aid kits
- Organise annual PAT testing of electrical equipment at the office and warehouse
- Working with external health and safety consultants, ensure that Health and Safety policies are kept up to date and communicated to staff
- Daily, weekly, monthly and annual safety checks

Manage utilities and stationery and catering supplies

- Manage phone contracts (VOIP and mobile)
- Organise maintenance of printers and photocopiers and replacement equipment when required
- Maintain stationery supplies at required levels, encouraging reductions in usage and re-use in keeping with the RPO's environmental policy
- Keep post franking machine topped up and oversee maintenance
- Arrange tea, coffee, milk supplies for office
- Liaise with IT support as required, including supporting staff in obtaining IT support to resolve issues

Embed good environmental practices into office management

- Participate in the Environmental working group
- Maintain records to complete annual environmental impact reporting, including using utility provider databases and with the finance department, enter environmental impact data for premises into the (Julie's Bicycle) reporting portal

Undertake Staff induction and issue of equipment

- Issue office keys/fobs/lockers to new staff and maintain a record of warehouse key holders
- Request email accounts for joiners and request or set up accounts on internal systems
- Complete a new starter information form for each joiner and issue it to them on their first day
- Tour new starters around the office, explaining the facilities
- With the finance team, oversee the renewal programme of laptops and phones, the issuing of laptops and mobile phones to staff, ensuring equipment is stored securely and equipment records are kept up to date
- Undertake workstation assessments
- Collect keys/fobs and equipment from leavers

Other Duties

- Undertake the Office Management aspects of the relocation of the Garage / Warehouse when required
- Assist with directing visitors to the office and welcoming and catering for visitors
- Respond to general enquiries including participating in telephone pick-up groups
- Participate in staff meetings and training
- Check office services invoices and approve expenditure using the online approval system
- Any other duties reasonably required by the Company

PERSON SPECIFICATION

Essential

- Good working knowledge of the essentials of premises management
- Evidence of a high degree of self-motivation and the ability to work effectively and solve problems
- Good written and communication skills
- Strong attention to detail
- Good Microsoft Office skills
- Ability to maintain confidentiality
- Polite telephone manner and attentive behaviour, suited to working in a professional office
- Good team skills and flexibility to support other team members to get work done

Desirable

- An IOSH qualification
- Interest in music and performance

ADDITIONAL BENEFITS

- 25 days annual leave per annum
- Bank holidays and additional leave during the Company's annual (Christmas) shut down.
- The post holder will be auto-enrolled in the RPO's defined contribution pension scheme after a 3-month deferral period. Under existing legislation, there is an entitlement to opt out of the scheme. The RPO matches employee's contributions up to a maximum of 6% of salary.
- Interest-free loan for an annual travel season ticket after 6 months.