

Job description

Office Manager

Responsibility

As Office Manager you report directly to the Sales and Marketing Director and are responsible for the smooth managing of the day to day general office operations of Therapeutic Guidelines Limited.


General duties

- Prepare and maintain up-to-date documentation of office procedures, manuals and training
- Oversee the procurement of all supplies of stationery
- Recommend and manage the procurement of office equipment and furniture
- Negotiate and manage contracts and services with general office suppliers
- Monitor and manage stock levels of all office materials and products for sale
- Project manage office activities as required, including office relocation
- Manage the transfer and disposal of office records according to retention policies and schedules
- Maintain staff security access FOBS
- Negotiate cleaning contracts and manage the office cleaning function
- Oversee timely provision of building maintenance services
- Facilitate compliance management – including software licencing, work cover certificate and business travel insurance renewal
- Develop and implement office policies and procedures documents relating to the general office
- Oversee and manage lease agreements, parking allocations and requirements, and payments
- Develop efficiencies in operations and workflow systems where required

Personnel duties

- To supervise, train and manage a small sales and administration team including a senior administrative assistant, administrative assistant and junior administrative assistant
- To help recruit and select administrative assistants and casual staff
- To manage the induction, orientation, and on boarding of new staff
- To ensure paper and electronic personnel files are up to date and secure
- To assist finance to prepare salaries, group tax and monthly employer's superannuation contributions
- To assist finance to prepare in the preparation and distribution of group certificates
- To assist finance to keep records of wages and leave entitlements
- To implement appropriate measures for general office and new administrative staff to prevent occupation injury
- To assist in the development and implementation of the Operational Health and Safety processes and procedures.

Therapeutic Guidelines Limited.

A small version of the Therapeutic Guidelines logo, consisting of a row of colored squares.

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Sales and marketing duties

- Assist with the planning of events, as needed.
- Oversee and report on the management of high quality customer support services as performed by administrative assistants, and manage more complex customer service issues
- Assist with marketing activities
- Manage product sales and renewals
- Assist the marketing team to achieve annual sales and renewal targets
- Prepare monthly and quarterly sales reports, and other reports as required
- Oversee and review the monthly stock-take of books and postage bags and determine inventory levels
- Assist the Chief Executive Officer and Sales and Marketing Director in the preparation of annual sales estimates

Finance duties

- Work with finance to coordinate and support all administrative and operational functions including bookkeeping, accounts payable and receivable, and payroll.
- Financial monitoring – including statistical reporting, reconciliation, cash flow and invoice management, together with finance
- Assist finance with the process of day-to-day accounts necessary for the preparation of the general ledger, including processing of invoices and receipts, the preparation of banking sheets and the routine ledger rollover
- Assist finance with the preparation of all documentation associated with the payment of creditors and the writing of cheques
- Assist finance to prepare the worksheets and reconciliation work papers necessary for the accountant to prepare the monthly financial reports
- Assist finance to prepare the worksheets and reconciliation papers necessary for the accountant to prepare the financial reports for the annual external audit of TGL accounts
- Assist finance to monitor and reconcile all bank and investment transactions
- Maintain the assets register
- Maintain and balance petty cash

Administration

- Maintain distribution lists, phone lists and TG contacts folders in Microsoft Office Outlook
- Arrange and manage the logistics of office maintenance and relocations

Other duties may be assigned.

Required skills and attributes

- Telephone and interpersonal communication skills based on consideration for others and customer satisfaction
- Basic bookkeeping skills
- Knowledge and understanding of payroll, taxation and superannuation processes

- Basic proficiency in MYOB Premier, MYOB EXO and Microsoft Office software (intermediate proficiency in Excel).
- Well developed organisational skills, including self-motivation, an ability to set appropriate priorities, and to supervise junior members of staff
- Ability to attend to detail
- Ability to remain calm under pressure
- Ability to multi-task
- Discretion and confidentiality in regard to treatment of sensitive information.

Experience

A minimum of 3-5 years relevant work experience as an Office Manager is essential.

Hours

Full time: Monday to Friday 38 hours per week

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