

## **Job description – Revision: March 2024**

### **Office Manager (Full Time)**

Hatched Talent Solutions is the Talent Partner for MJP Electrical Services Ltd. The team are building a unique electrical company known for responsive communication, high workmanship standards, and reliable service. With ambitious growth plans, MJP Electrical aims to establish itself as the go-to electrician in the Bristol, Bath, Gloucester and South Wales region while maintaining our reputation for excellence.

### **Your part in our vision**

Are you conscientious, motivated and eager to add to your existing skillset and professionally ready to help us continue to keep growing at our current fast pace?

You'll be an integral part of the business. Along with excellent computer skills, this position calls for exceptional standards of written English and Maths. Accuracy and numeracy, together with common sense, initiative and the ability to prioritise your workload, whilst efficiently multitasking are crucial elements within the challenge of this position.

Without you and your skills, it's impossible to run the company successfully. As the Office Manager, you will be overseeing the team and ensuring the smooth running of the daily operations. With your friendliness, proactivity and efficiency we can make sure that MJP is the go-to electrical company in the region.

### **Responsibilities include.**

#### **HR Admin**

- Assisting with recruitment and interviewing
- Verifying new staff information, DBS checks, reference checks
- Onboarding new staff
- Regular Personal Development Reviews with Engineers and office staff.
- Employee incentive ideas
- Scheduling employee training
- Entering employee records into the company database
- Liaising with the local colleges with regards to our apprentices' engineers
- Liaising with schools regarding work experience.
- Minute taking
- Updating employee holiday and sickness records
- Handing confidential information
- Payroll
- Any other duties that maybe reasonably required for the role.
- Health and Safety Policies and Processes

#### **Finance Admin**

- Bookkeeping
- Chasing Invoices
- Reconciling Purchase Orders/Invoices
- Creating Spreadsheets
- Ordering office supplies

- Ad hoc duties

### **Business Administration**

- KPI - Data entry and reports
- Updating SOP's for our Operations Manual
- File organisation
- Account applications

### **Professionalism: Overseeing the smooth running of the daily Operations**

- Working closely with the engineers and the office team.
- Have a strong understanding of the services we offer and a good general knowledge.
- Speaking to customers in a friendly and informative way
- Reporting to the Operations Manager & Directors
- Escalate feedback from any unsatisfied customers to the Operations Manager
- Attending regular performance meetings
- Problem solver.

### **Communicating with customers**

- Covering staff holidays/sickness will include.
- Answering incoming telephone calls in a timely, polite manner
- You'll be able to identify potential problems before acting to prevent them from happening.
- You'll take pride in resolving issues raised by customers efficiently.
- Showing empathy and understanding a situation from someone else's perspective is an important quality.
- You'll have strong communication skills.
- A proven history of developing working relationships, and you'll be confident instructing engineers.
- Communicating clearly, listening carefully and writing detailed instructions are second nature to you.

### **Scheduling jobs (Covering staff holidays/sickness will include)**

- Accurately logging all new enquiries and service requests in the company systems
- Scheduling new jobs immediately in a suitable time slot for the engineers
- Preparing and managing the weekly engineering schedule
- Building a good rapport with the engineers in the field.

### **Experience and Qualifications Required:**

- 5 years of Administration and Customer Service experience (required)
- Experience working in a fast-paced environment.
- Office Management / Lead (Ideal)
- Previous experience working in a senior or supervisory role would be highly beneficial. Having structure in the way you work and being well organised are essential qualities.

- Scheduling experience in a similar role
- Expert using Microsoft Office applications such as Word and Excel, including Apple.

**Personal Attributes:**

- Self-motivator used to working independently and managing your day to day work
- Systematic approach to daily tasks
- Highly organised
- Problem solver
- Using own initiative
- Continuous improvement mindset
- Passionate about customer care
- Resilient and able to work under pressure
- Friendly and outgoing
- Ability to approach work with a positive attitude
- Excellent verbal and written communication skills
- The ability to become an expert in our in-house computer system and the services we offer
- Full UK driving licence

**What We Can Offer in Return:**

- Training courses to help you develop in your role
- Team fun days and evenings out
- Pension scheme
- Gym membership
- Private medical insurance

Full-time, Permanent

£.30k - £35k per year

20 days' holiday plus bank holidays pro rota

Office Hours: Monday – Friday 8am-5pm (will move to Hybrid)

Free onsite parking

Casual dress code