

Job Title: Office Manager [Los Angeles]
Supporting: Los Angeles office | Senior Partner
Reporting to: Day to day: Senior Partner
Policy and procedure: Head of Administration

The role of Office Manager is to co-ordinate the administration of the Los Angeles office. A resourceful and flexible approach is required. The person is to be able to work on their own initiative, be self-motivated and proactive. The position requires a high degree of responsibility, discretion and confidentiality.

The Office Manager is responsible for carrying out the following duties in accordance with Foster + Partners procedures as found in the Administration Guide.

Responsibilities

- Effectively and efficiently manage meeting arrangements including room bookings, catering requirements, logistics, presentation set up and presentation material as required
- Effectively and efficiently manage travel arrangements for the Los Angeles team, including but not limited to flights, transfers, hotels
- Management of housekeeping, ensuring office and environment is kept in line with Foster + Partners policy and standards, acting on behalf of the Senior Partner
- Manage office financial administration in conjunction with Foster + Partners London Accounts department and Foster + Partners New York Office Manager and accountant [process invoices | facilitate office bill payments | assist with annual budget | prepare monthly estimated funding requirements | manage vendor accounts | reconcile office credit card]
- Oversee the catering service provided to guests and meetings including procurement, preparation, presentation and clear up
- Answering and directing all incoming external and internal telephone calls and assisting with enquiries including recording telephone messages and passing them on by email | follow up in person as required
- Meet and greet all Foster + Partners guests on arrival
- Provide administrative support to the Senior Partner not limited to diary management, meeting arrangements and client liaison on behalf of the Senior Partner
- Liaison with building management regarding facilities and office deliveries
- Liaison with suppliers and maintenance of stock including stationery and office provisions
- Maintain office whereabouts and meeting room calendars
- Distribution of daily post and management of outgoing post/couriers
- Communicate and liaise with London and other Foster + Partners office administration team members to ensure effective administrative co-ordination
- Communicate and liaise with London central services [Human Resources | Accounts | Facilities] to ensure effective co-ordination as required
- Flexibility and cover as required
- Undertake research as requested/directed by the Senior Partner
- Suggest and implement new initiatives to support the development of the role as required
- Maintain open and effective working relationships with senior management and colleagues
- Ensure that all tasks/duties are carried out in accordance with F+P procedures and standards as stated in the Administration Guide
- Undertake other ad hoc duties as required at the direction of the Senior Partner | HoA

Qualities and skills required

- Able to demonstrate proficiency in the responsibilities of the role
- Legally able to work in the country in which the position is based

- Demonstrated experience of complex diary and travel management
- Demonstrated experience of working on confidential matters, using tact and discretion
- Demonstrated experience of office management
- Demonstrated experience of working at senior level, liaising with senior executives
- Demonstrated proficiency in using Microsoft Outlook, Word and Excel
- Fluent English, spoken and written is essential
- Smart and professional dress and personal presentation, acting as an ambassador on behalf of Foster + Partners
- Professional, confident, courteous and helpful manner
- Punctual and reliable
- Ability to manage and prioritise tasks and time efficiently
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Excellent organisational skills
- Resilient to cope with conflicting demands, able to prioritise duties and work under pressure while remaining calm and professional
- Able to demonstrate initiative and a proactive approach
- Flexible attitude
- Ability to work independently and as part of an effective team
- Ensure that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained
- Excellent interpersonal skills and ability to work well with all levels of management and staff both internally and externally
- Thorough knowledge of, and compliance, with administrative procedures and standards
- Methodical, accurate and consistent attention to detail
- Self-motivation and ability to take responsibility
- Commitment to maintaining and promoting high standards of the role
- Empathy with a creative environment

This job description reflects the core activities of the role, although there will be changes in the emphasis of duties are required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

13 July 2022