Microbiology Society – Job Description for:

Job Title: Office Manager
Reports to: Head of Central Services
Location: 14-16 Meredith Street, London

1.1 About us

The Microbiology Society is a membership charity for scientists interested in microbes, their effects, and their practical uses. It is one of the largest microbiology societies in Europe with a worldwide membership based in universities, industry, hospitals, research institutes and schools.

Our members have a unique depth and breadth of knowledge about the discipline. The Society’s role is to help unlock and harness the potential of that knowledge.

Read more about our mission and values at microbiologysociety.org

1.2 About you

Working alongside the Chief Operations Officer and the Head of Central Services, the Office Manager will develop, co-ordinate, review and implement a plan for the management of the Society’s headquarters building at 14-16 Meredith Street, London.

Based on site, the postholder will contribute to and support the delivery of Council’s strategic objectives in particular relation to our long-term sustainability goals by increasing efficiency, ensuring value for money as well as ensuring that our central services reflect the Society’s values.

1.3 Duties

Reporting to the Head of Central Services, the Office Manager will be responsible for managing centralised facilities contracts, operational services, and ensuring an excellent level of customer service is provided to all Society staff, members, visitors, and other stakeholders who access our premises.

The postholder will manage the day-to-day operations of our office space, which will include our suite of meeting rooms, our open plan office space, and all staff facilities. They will act as a point of contact for all office enquiries both internally and externally, providing information for staff and our members and liaising with external suppliers and organisations.

Key responsibilities will include (but will not necessarily be limited to):

Health and Safety

- Ensure statutory compliance with Health and Safety legislation – conduct risk assessments, monitor performance of the facilities and reviewing procedures as and when required.

- Devise and co-ordinate the delivery of an annual Health and Safety training programme for all staff as stated by the HSE to include regular refreshers and information for all new starters during their induction.
• Working with HR, conduct onsite desk assessments and accessibility assessments and adapt services to meet requirements.

• Manage our onsite fire safety and first aid requirements, including supporting our fire marshals and first aiders to undertake their duties, regular fire drills and review of onsite equipment as and when required.

**Meetings and events**

• Oversee the operational arrangements and on the day management of onsite meetings taking place at our office which includes working alongside our Technical Operations Manager to ensure the IT facilities support hybrid meetings.

• Generate and maintain an external list of hotels and meeting spaces for hosting external events and support staff members with arrangements as and when required.

• Welcome visitors and guests to our office space ensuring their accessibility and catering needs are met and individuals are introduced to relevant contact.

• Ensure office supplies and refreshments are replenished regularly, including maintaining stock control and forward planning for peak periods and additional footfall at the office.

• Working alongside line managers, support all new starters on day 1 of their arrival to the office to ensure they are effectively inducted and welcomed into their new environment and facilities.

• Provide onsite access and prepare welcome packs to include lockers, key fobs, mugs, name badges, desk allocation for all new starters working closely with line managers, HR and the Technical Operations Manager.

**Office maintenance**

• Work closely with our external contractors to oversee the continued cleaning and preparation of the office space internally and externally.

• Work with our external contractors to ensure a regular office maintenance programme is established and hazards and repairs are swiftly identified and resolved with little disruption to the working environment.

• Review our external contractors to ensure delivery of services are of optimum value for the organisation and the standard of work is of high quality.

**Operational functions**

• Create and implement office policies and procedures, which include a review period and ways to work with staff to implement these.
• Keep a central record of organisations with which the Society interacts to develop an appropriate contract renewal schedule or similar.

• Manage staff access to central systems such as the Trainline, Amazon Business, Sagepay and similar.

• Working alongside our Technical Operations Manager, develop a reporting system to manage our onsite IT functions. (Laptops, screens, mobile phones, meeting room AV, photocopiers, and printers) ensures that problems are tracked and resolved in a timely manner both in the office and remotely for those working from home.

• Manage general day to day tasks at the office such as the landline phones, post, confidential waste, archiving and stationery. Any other duties as determined by the line manager from time to time

1.4 Knowledge and Skills

Essential
• Strong organisational skills and meticulous attention to detail
• Self-starter with the ability to work under own initiative and independently
• A positive problem-solver: flexible, adaptable, and solutions-driven
• Excellent customer service skills
• Significant ability to co-ordinate conflicting priorities, work accurately and to tight deadlines
• Ability to present information, verbally and in writing, in a clear and concise manner to different audiences
• Excellent communication skills, both written and oral
• Ability to build effective relationships with members and key stakeholders

Desirable
• Knowledge of membership organisations
• Experience of budget management