



## Office & Operations Manager

Frogheath Landscapes is looking for an office & operations manager to join the office team at their small, friendly garden landscaping company based in rural Sussex.

### Purpose of post

To be responsible for and participate in the efficient operation of the administrative and operational services provided by the Frogheath Office, ensuring a high quality service to customers, suppliers and staff. To manage, co-ordinate and ensure the quality of work of administrative staff.

### Description of post

This is a busy and varied administrative role in a high energy office with a friendly and supportive team. You will need to be an energetic, well organised, focussed and experienced multi tasker with excellent time management skills who has worked successfully in other similar posts, preferably within the construction or landscaping industries. You will enjoy doing the most basic of routine administrative tasks and yet have experience & confidence to lead a team and work closely with site staff.

### Responsibilities

#### Office Administration

- Ensure that the 'Customer Enquiry to Invoice and Completion' workflow is maintained to timescales
- Efficient operation of the administrative and operational services
- Management of staff resources
- Customer and site staff liaison, ensure staff have everything needed to complete the job, resolving issues that may arise, helping to speed up processes, speaking to customers where appropriate.

#### Operational Responsibilities

- Day to day allocation of staff, vehicles and machinery to appropriate projects
- Health and Safety for office based and site based staff, including on site risk assessments
- Planning of forward projects with MD, creating a smooth transition between jobs combining start dates, staffing, machinery and materials necessary for the job.
- Ensuring a balance of supervisors, skilled and unskilled staff including apprentices required for operational business.
- Provision of statistical and analytical reports when required.

#### HR

- Staff recruitment and selection.
- Implementing policies and procedures
- Training
- Payment of staff wages and associated admin

### Main Duties

#### Office Administration

- Respond to and resolve telephone, email and other enquiries from clients, suppliers and staff.
- Work alongside our other Office Administrators utilising Microsoft Word, Outlook, Excel, QuickBooks accounting & Liberate estimating software to create and send accurate and timely estimates and invoices to customers and keep records up to date.
- Maintaining paper client files, including correspondence, financial documents, such as weekly statements and invoices, up to date.
- Ensure staff timesheets and invoices are up to date and handed in at the beginning of the week by all staff.
- Purchasing and monitoring PPE & staff uniform.
- Carrying out banking and petty cash as required.
- Convening/attending meetings, recording and minute taking if required.

- Keeping an awareness of changes in legislation that may affect the Company, introducing and implementing where necessary.

#### Operational Duties

- Resolution of site staff queries.
- Maintain yard stock control, ensuring that necessary quantities of materials are kept replenished in a timely manner. Liaising with staff, suppliers and contractors.
- Track, maintain and keep an inventory of tools & PPE for our staff.
- Maintain our vehicle records, arranging vehicle MOT and servicing, repairs and maintenance. Maintain an overall project monitoring plan, creating and maintaining a planning GANTT chart and regularly liaising with the MD.

#### HR

- Staff recruitment and selection.
- Implementing staffing policy and procedures, including, contracts, disciplinary, appraisals, sickness absence, Health and Safety, holidays etc.
- Training and development of our staff to ensure an appropriately skilled workforce
- Payment of staff wages, updating the monthly wage report, liaison with the payroll agency, checking wage slip accuracy and arranging online payments. Resolving any resulting staff enquiries.
- Close liaison with our apprentice staff and their college to ensure that their requirements are met throughout their apprenticeship.
- Ensuring equality of opportunity and awareness of diversity.

#### Key Skills

- Excellent interpersonal skills required to build relationships with a wide variety of people face to face or on the phone. A personable manner, a team player and adaptability are all important.
- Strong computer skills: You will need to be proficient in MS Office software (Word, Excel, PowerPoint, Outlook) and preferably accounting and estimating software
- Good organisational skills as you will be working on multiple projects and will need to meet deadlines and maintain a high level of accuracy both long and short term.

#### Qualifications & Relevant Experience

- Academically competent in English & Maths
- Experience of working in a busy office environment essential. Construction or landscape industry experience is desirable
- Experience in managing teams, recruitment and disciplinary procedures
- Experience of organising operational activities

**Salary range:** Wage according to experience

**Hours:** 40 hour week (Monday – Friday flexibly delivered)

**Benefits** include paid holidays, training and advancement opportunities.

**How to apply:** Send your CV with a covering letter explaining why you would like to join the Frogheath Landscapes team to enquiries@frogheath.co.uk or Frogheath Landscapes, Willingford Lane, Burwash Weald, East Sussex TN19 7HR