

Tailorspace Investments Limited

Position Description for the role of Office Manager and Personal Assistant

Reports to General Manager

Location: Christchurch

Hours of Work: 40 Hours per week, Monday – Friday, 8-30am to 5.00pm

PURPOSE OF POSITION

The Office Manager and Personal Assistant ensures the administrative and accounts needs of Tailorspace Investments and associated organisations are met and that the office is running smoothly. The Office Manager and Personal Assistant provides personal administrative assistance to the Managing Director to ensure that he and his personal interests operate optimally at all times.

POSITION VALUES

This is an important position within the Group and as such it is expected that the Office Manager and Personal Assistant will maintain a high level of professionalism and integrity, display a positive attitude and a team focus and recognise that excellence in service and delivery is vital.

KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- General Manager
- Managing Director
- Colleagues
- Professional Consultants
- Clients, tenants and stakeholders
- Suppliers, agencies, professional consultants

KEY ACCOUNTABILITIES AND PERFORMANCE MEASURES

ACCOUNTABILITIES

Administrative, accounts and secretarial support

Provides, maintains and develops a high level of effective administration support to the Group organisations to ensure the efficient administrative running of the office.

PERFORMANCE MEASURES AND RESPONSIBILITIES

Reception

- All guests to the business are greeted professionally and courteously and are provided with assistance as requested.
- All telephone calls to the main business number are answered without delay in a professional and courteous manner. All calls are redirected, requests actioned or messages taken and passed on as appropriate.

Mail

- Incoming mail is handled appropriately in the morning, being distributed to the addressee without delay.
- Outgoing mail is posted on a daily basis.
- Couriers or other delivery methods are arranged for packages or urgent documentation to ensure deadlines are met.

Travel and Vehicles

- Travel and accommodation for the Board, Executives and staff members is co-ordinated ensuring travel times are met and that the costs of travel are reasonable.

Website, Marketing and PR Support

- Maintains and upgrades the Group website in accordance with the instructions of the General Manager. This may require the Office Manager and Personal Assistant to:
 - Engage the support of a Website specialist to assist with upgrades or major changes.
 - Update the content of the website as required.
- Assists in the preparation of all PowerPoint presentations and other presentations.
- Compiles newsletters and communications to clients; ensuring presentation meets Group standards.
- Arranges and /or co-ordinates events for the Managing Director or the Group; seeking support from other professionals as appropriate.

Secretarial and Documentation

- Incoming emails, correspondence and queries are responded to promptly.
- Co-ordinates internal and external meetings as requested including all Board Meetings. Ensures appropriate meeting venues and refreshments are booked and provided.
- Records minutes at meetings as requested. Co-ordinates filing of meeting agendas and minutes.
- Types documents when requested and ensures all outgoing correspondence is proofread, formatted to a high standard and filed appropriately.
- Manages documentation, policies and records for the Group including filing and assisting to maintain an efficient

electronic filing system.

- Prints, photocopies, binds and laminates documents as requested.

Accounts Administration

- Generates invoices to clients and tenants ensuring invoices are accurate and timely.
- Once approved, ensures invoices are delivered to clients or tenants as appropriate.
- Receipts all payments into the accounting system.
- Maintains and keeps current a rental payment schedule for each property; ensuring any failure to pay rent is immediately advised to the appropriate manager and followed up as per the Group overdue Debtors policy
- Generates report for the General Manager and the Financial Controller on a monthly basis of all overdue rent.
- Inputs all accounts for payment into the accounts system.
- Requests payment approval from appropriate Group manager and processes approved invoices for payment ensuring codes are correct.
- Unless specified by the Financial controller or General Manager, pay approved invoices in accordance with Group policy.
- Prepares GST returns for approval by the Financial Controller ensuring information is accurate and return is prepared at least five working days prior to due payment date.
- Unless specified by the General Manager or Financial Controller, lodges the GST return and makes payment on or before the due payment date.
- Conducts credit checks on all new tenants. Provides the credit check result to the appropriate person.
- Prepares all monthly reports as requested by the Financial Controller or the General Manager in an accurate and timely manner.

IT Administration

- Liaises with IT Consultants and Support Services to ensure systems, software and hardware is reliable and operating as needed.
- Undertakes backups of all systems in accordance with business requirements.

Supplier Co-ordination

- Manages the communications with suppliers, vendors, consultants and agencies as delegated ensuring meetings or site visits are booked in, attended and followed up as appropriate.

Errands and Ad Hoc duties

- Undertakes errands for members of the Group as requested.
- Any other reasonable administrative duties requested by

the General Manager or Financial Controller.

Personal Assistant

Provides timely and accurate administrative and secretarial support to the Managing Director.

- Undertakes all of the above administrative duties as requested by the Managing Director for the Managing Director or his personal interests.
- Manages the diary of the Managing Director as requested; booking in meetings and appointments and confirming with all parties.
- Ensures all travel and associated services (accommodation/vehicles/dinners) are booked in accordance with the request of the Managing Director and that all times, dates and events are accurately lodged within the diary of the Managing Director.
- Performs any other errands or tasks as reasonably requested by the Managing Director.

COMPETENCIES – ATTRIBUTES

In order to be effective in the position, the Office Manager and Personal Assistant shall have and be able to consistently demonstrate the attributes and behaviours described below.

- A high level of professionalism and integrity.
- Confidence building relationships at all levels within an organisation.
- A systematic and organised approach to work.
- A high level of attention to detail and the ability to multitask.
- Strong initiative.
- Adaptable and receptive to new ideas. A willingness to adjust to changing demands and circumstances.
- Open communication approach.
- Strong results orientation, self-motivated, disciplined and ability to work to external deadlines.
- High levels of customer service both internally and externally

COMPETENCIES – SKILLS AND EXPERIENCE

In order to be effective in the position the Office Manager and Personal Assistant shall have and be able to demonstrate the following skills and experience:

- Substantial administration experience and the ability to work without supervision.
- Sound knowledge of administrative operations.
- Strong accounts administration experience.
- Intermediate skills in Microsoft Office Products including Word, Excel, PowerPoint and Outlook.