

JOB POST	
Division:	Global Business Shared Services
Team:	Client Relationship and Business Services
Job Type:	Part-Time / Full Time
Location:	Talking Talent Oxfordshire Office - Wallingford
<p><i>At Talking Talent, we are all about creating an inclusive working environment where people from all backgrounds can succeed. Diversity makes sense for us, for our clients and for our future. We value different perspectives, skills and experiences, and welcome applications from all sections of the community.</i></p>	

## Office & Business Service Support Coordinator

### Scope of the Role

The Office & Business Services Coordinator operates within the very heart of Talking Talent, an integral part of the business in ensuring that our office runs smoothly and successfully supports our business activities. An organised and competent professional with strong communication skills, undertaking a variety of day-to-day office and clerical tasks, you will be comfortable dealing with people and have the ability to carry out administrative duties with accuracy and speed. The goal is to ensure that office operations are efficient and add maximum value to Talking Talent.

Based in our Oxfordshire Head Office and a key role within our Global Business and Shared Services division, this is an exciting opportunity to work in a dynamic business environment for an innovative coaching consultancy and a leading expert in gender diversity. An energetic, resourceful and proactive multi skilled business administrator with confidence communicating with individuals at all levels is a must to succeed in this role. The Office and Business Services Support Coordinator will have people centric values aligned to those of Talking Talent (Inquisitive; Inclusive; Intrepid), strong interpersonal skills the ability to complete activities and tasks effectively to deadlines with strong diary and administrative management capabilities.

### Responsibilities

#### **Facilities Management**

- Welcoming visitors to the office, dealing with enquiries in an efficient and professional manner
- First response for all incoming telephone calls
- Maintaining office stock, supplies of refreshments, cleaning product and toiletries. Encourage a clear desk policy
- Maintaining the condition of the office and arranging for any necessary repairs
- Assist on projects involving floor-planning, planning and executing changes and desk moves
- Take pride in the appearance of the office, as well as ensuring meeting rooms are clean and tidy and are stocked with flipcharts, pens, etc). Manage catering for meetings when required.
- Support in the management of storage requirements with allocated storage supplier
- Ensure shared facilities are kept clean and tidy at all times (dishwashers set/emptied, surfaces clean and tidy etc)
- Office Security. Locking up the office and setting the alarm (ensuring relevant members of the team know how to lock the office if they will be leaving later)

#### **Office Administration**

- Setup new and manage current supplier relationships (stationery, printers, telephone conferencing, telephone system, water and general office supplies)
- Book couriers as and when required
- Manage incoming and outgoing post
- Stock checking / ordering of stationery and management of stationery cupboard

- Stock checking / ordering of printed and marketing materials
- Printer management (ensure printers stocked with paper daily and print supplies checked, changed and ordered as required)
- Administer Talking Talent Group emails / diary permissions
- Updating office equipment and hardware inventory
- Supporting in the event management for team and client social events
- Management of internal knowledge sharing events, booking rooms, inviting colleagues

### ***Business Services Support***

- Support the division on key projects, providing operational support
- Arrange travel, visas, accommodation, meeting / conference rooms and meeting itineraries for Talking Talent Directors, when required
- Provide ad-hoc support to other business divisions (formatting / sales collateral / client materials etc)

### ***IT & Equipment Support***

- Supporting the Head of Operations with the relationship management of the outsourced IT provider
- Working with our IT provider preparation of laptops for issue (or repair) to new and existing employees
- Onboarding and offboarding users (assigning, reassigning, deactivating CRM licenses, email, Office 365 and meetingzone licenses)
- Purchasing new computing / audio visual equipment when required. Disposal of unwanted equipment / devices
- Keeping an accurate hardware inventory
- Assisting employees with IT and Tech troubleshooting
- Administration of e-mail groupings
- Support on IT projects
- Preparation of mobile phones for issue (or repair) to new and existing employees
- Managing telephone system
- Setting 'out of hours' telephone cover
- Webinars
  - Manage relationship with video conferencing provider
  - Setting up corporate webinars, checking webinar attendee list, webinar poll questionnaire / download, feedback
  - Support the business services team with client webinars when required

### ***Health & Safety Support***

- Support in the management of office H&S activities, including PAT testing
- Support in the management of all H&S administration
- Support in the management of Fire Alarm and testing, ensuring weekly fire alarm tests and recording of such

### ***Company Governance***

- Ensure compliance with all client and company privacy and security protocols
- Ensure compliance with GDPR (General Data Protection Regulations) 2018 Regulations
- Displaying of company insurance details

### **Other**

- Work collaboratively with Board, Peers and all teams to ensure effective running of the office
- Attend company training days as and when required
- Attend company meetings as and when required

### **Person Specification**

We are looking for a proactive individual who is used to multitasking and managing multiple diaries. A computer literate self-starter who can use their initiative, working well both on their own and as part of a team, with a focus on quality and customer satisfaction. Other attributes will be:

- Supplier and facilities management an advantage
- Great project management & administrative experience with at least two years previous experience in an administrative role
- Confident in interacting with others
- Excellent written skills to assist in document preparation and e-mail communications
- Be a self-motivated individual and a real team player with the empathy and drive to succeed and work autonomously when necessary
- Excellent time management, administration and organisational skills
- Excellent MS skills particularly Outlook (diary management), MS PowerPoint, Excel & Word
- Flexible approach to work with a can-do attitude, with the want to deliver outstanding work on everything
- Willingness to proactively take on new tasks
- Ability to use initiative, forward think and work under pressure
- A desire to find ways to continually improve the services and management of the office
- Experience of making prompt and practical business decision, even in times of ambiguity, considering various perspectives and taking responsibility for outcomes
- Ability to work to deadlines and manage conflicting priorities
- Thrives in a busy and quick-paced environment whilst remaining calm under pressure and capable of thinking on their feet in a crisis.
- Adaptable, flexible and open to learning

### **Apply**

Please send your CV and cover letter to [careers@talking-talent.com](mailto:careers@talking-talent.com)