

Role Summary

The role of Office Manager is to coordinate the administration of the Miami 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.

Role Definition

Job title: Office Manager (Miami)
Supporting: Partner + Miami Office
Reporting to: Head of Office Services

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 Miami 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 Partner
- Manage office financial administration in conjunction with Foster + Partners London Accounts department [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
- 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/Partners
- 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 Partner | HoOS
- Contribute, or otherwise assist, as required
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards

Qualities and Skills Required

- Bilingual in English/Spanish is essential
- 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 description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as 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.