

**Role Summary**

The role of Office Manager is to co-ordinate the administration of the Riyadh office, including but not limited to governmental and human resource processes. 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  
**Supporting:** Partners  
**Reporting To:** Head of Office Services

**Responsibilities**

- 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]
- 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 Riyadh team, including but not limited to flights, transfers, hotels
- Act as a liaison between the company and government authorities at all levels
- Maintain a strong relationship with government officials and regulatory bodies
- Remain up to date with latest rules and regulations in government portals such as Qiwa, Muqem, MHRSD, MOFA, MISA, ETIMAD, etc., and monitor relevant policy changes that may impact the company
- Manage and maintain the company's government affairs database, including tracking Legal Licenses, Block Visa quota, Employees Records, Transfers, and Iqama renewals, etc., and regulatory developments and maintaining accurate records of all government-related activities.
- 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
- Liaise with building management regarding facilities and office deliveries
- Liaise with suppliers and maintenance of stock including stationery and office provisions
- Manage housekeeping, ensuring office and environment is kept in line with Foster + Partners policy and standards, acting on behalf of the Partner
- Oversee the catering service provided to guests and meetings including procurement, preparation, presentation and clear up
- Answer and direct 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
- Maintain office whereabouts and meeting room calendars
- Distribute daily post and manage outgoing post/couriers
- 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.
- Thorough knowledge of and compliance with F+P procedures and standards.

**Qualities and Skills Required**

- 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
- Familiarity with the regulatory environment and government processes/portals
- 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
- Fluent Arabic 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 postholder 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 postholder.