

## OFFICE MANAGER- INDIA

### Job Details

**Reports to:** Country Head, India

**Accountable to:** Head of India operations

**Hours:** 40 hours per week, exclusive of meal breaks, plus as many as required to fulfil the needs of the post

**Location:** Bangalore, India

### Job Summary

To ensure the smooth running of the India office, including all Finance, Facilities, Membership Data and Back Office issues, to act as Board Secretary for the India Development Panel and to manage the Administration Assistant and the Reception cum Administration Executive. Additionally to act as the PA to the Country Head

This role requires strong and effective liaison with various vendors and stakeholders in the UK and the Head of International Operations and the staff in the Bangalore office.

### Main Duties and Responsibilities (Not necessarily in priority order)

- **Reception**
- Monitoring and Management of incoming telephone calls, post and courier handled by Reception & Admin Executive
- Negotiate with vendors for all consumables and office supplies, process requisitions, obtain quotations, conduct purchasing and manage recording and filing of all transactions
- **Office Management**
- Ensure Bangalore office (and any subsequent offices in India) follow all IET operating policies and reporting procedures
- General property management including negotiation with landlord, maintenance contractors and other external vendors
- Ensure all lease contracts, insurance and any other contractual agreements are up to date and managed effectively, including office equipment purchase and maintenance contracts
- Management of travel arrangements, visa processing and hotel bookings for IET India staff, visiting staff, volunteers and guests in accordance with procedures.
- Management and recording of purchasing processes for all expenditure within the offices, including obtaining competitive quotations, negotiating with vendors, processing purchases, filing documentation and recording
- To provide secretarial support to the India Development **Panel** committee
- Maintenance of inventory of movable and immovable assets including completion of annual audit and disposal records
- Manage workload and productivity of all administration staff (permanent and temporary)
- Developing and implementing new administrative systems, such as record management;
- Recording office expenditure and managing the budgets
- Organising the office layout and maintaining supplies of stationery and equipment;
- Maintaining the condition of the office and arranging for necessary repairs;

- Implementing/ Amending policies
- Preparing and disseminating relevant reports (Whereabouts/CES/Budget Tracker etc.)
- Reviewing and updating health and safety policies
- Arranging regular testing for electrical equipment and safety devices;
- Arranging / attending offsite conferences and meetings
- Project management

### **3. Office Accounts and Financial Reporting**

- Liaise with the local accountants and auditors to ensure they have relevant and reliable documentation and information in order to maintain adequate accounting records and prepare true and fair accounts for IET India
- Ensuring documentation and information is provided on a timely basis according to the current India calendar
- Develop a close working relationship with the Finance Department in Head Office to ensure all financial information requests are supplied efficiently and effectively

### **4. Conduct general management processes including:**

- Management of purchase processing and purchase ledger upkeep
- Payment of bills, ensuring authorisation metrics are adhered to
- Staff travel and expense processing ensuring all expenses are supported by vouchers , copies of which are sent monthly with the travel and expense report to Head Office
- Petty cash and employee expense management and reporting

### **5. Legal and Financial Compliance**

- Health and Safety compliance within the operation
- Legal, financial and taxation compliance with local business licence regulations
- Arranging Board meetings
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### **6. Local HR Management**

- Ensure compliance with local labour laws
- Employee handbook updates
- Whereabouts, holiday, sickness and absence recording
- Liaison with nominated UK Human Resources representative
- Overseeing the recruitment of new staff, sometimes including training and induction;
- Liaising with recruitment agencies for recruitment requirements

### **General:**

- Co-ordinate plans with the International Operations team in the UK
- Liaise with staff in the Membership and Professional Development department where relevant
- To undertake any other work as required by the Country Head or Head of International Operations.

**This job description is intended as a general guide to the scope of the post and may change in line with the needs of the services or at the request of the line manager.**

### **PERSON SPECIFICATION**

#### **Essential:**

- Significant experience in an office environment
- Excellent communication and customer service skills, with the ability to communicate effectively in English on the telephone, in writing and in person
- A positive team member who has the ability to communicate and work effectively with colleagues based in remote locations, as well as in the same office
- Proven administrative skills with evidence of systematic record keeping, including all aspects of

financial administration

- Experienced in negotiating with external vendors
- Can demonstrate the ability to manage staff and vendors
- Ability to prioritise workload
- Self-motivated with a strong work ethic, who can work independently
- Demonstrates initiative and a proactive approach.
- Proficiency in Microsoft Office software
- Willingness to travel and attend evening meetings/events and work occasional weekends.
- People management skills

**Desirable:**

- Experience of working with volunteers in a membership-led organisation
- Experience of working for an international organisation
- Experienced in working for a Board or Committee, including meeting arrangements and minute taking
- Experience of working in a start-up organisation

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