

BK Labtech

OFFICE MANAGER

DEPARTMENT: OFFICE

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✉ careers@autoflame.com
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📍 Biggin Hill, Kent TN16 3YN



SUMMARY

Experienced professional with proficient knowledge of job area and practical knowledge of project management. May manage projects or processes with general supervision. Communicates with contacts inside and outside of own department to explain and interpret operational processes, practices, and procedures. Recommends enhancements to systems and processes. Works to achieve operational targets for specific programs and projects with moderate impact on departmental results.

MAIN PURPOSE OF JOB

To manage the training office, ensuring office administration, client arrangements and learning materials are organised to such a degree that programmes run effectively and smoothly, client experience is exemplary and records are accurately maintained and reported on.

KEY RESPONSIBILITIES

- Assisting with programmes including face to face programs, group sessions, videos and where applicable, web-based
- Assist with the requirements of existing and new programs and the development of new materials
- Greet and host delegates, create certificates of competence and attendance. Taking clients on tours of the premises.
- Liaise with marketing for welcome screens and photo shoots.
- Organise equipment, and course enrolment activity.
- Manage costs for all programmes, productions, publications in order to report to BOD.
- Assist with training and requirements.
- Monitor programmes and manuals to ensure that they are effective and up-to-date and make updates as necessary.
- Assist with Maintenance of the training floor cleaning repairing burners boilers rigs.

INNOVATION & COMPLEXITY

Work consists of making moderate enhancements or improvements to systems and processes to solve problems or improve effectiveness of job area. Opportunities for problem solving and innovation are general, and may require understanding of broader set of issues but typically are not complex. Problems may require understanding of other job areas. Problems are typically solved drawing from prior experiences, with analysis of the issues.

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ORGANISATIONAL IMPACT

Works to achieve operational targets with moderate impact on departmental results. Contributes to the completion of specific programs and projects. Exerts some influence on the overall objectives of the project.

NATURE OF SUPERVISION

Works under general supervision. May be responsible for entire projects or processes within job area. May be responsible for providing guidance, coaching and training to other employees within job area. May manage projects at this level with responsibility for the delegation of work and the review of others' work product.

COMMUNICATION & INFLUENCE

Communicates with contacts within and outside of own department and may occasionally have responsibility for communicating with parties external to the organization (e.g., customers, vendors, etc.). Explains and interprets processes and procedures to others within and outside the job area. May work to justify and gain cooperation regarding processes, practices and procedures.

EDUCATION AND EXPERIENCE

- Requires proficient knowledge of job area.
- May have practical knowledge of project management. Bachelor's Degree and minimum 4 years of prior relevant experience.
- Graduate Degree and a minimum of 2 years of prior related experience. In lieu of a degree, minimum of 8 years of prior related experience.