

Job Description

Job Title	OFFICE MANAGER		
Directorate or Region	EU Region	Department/Country	Austria
Location of post	Vienna	Pay Band	Local H – part-time 50%
Reports to	Director Austria	Duration of job	One year (renewable)

Purpose of Job:

The purpose of the role is to provide effective Office Management and support services for the small Austria operation, as well as seamless cooperative working with the finance colleague responsible for the office finances based in another office.

The purpose of the job is furthermore to deal effectively with suppliers, the landlord, tradespeople and authorities (in German) in order to ensure the British Council gets value for money and for the British Council to be seen as respectful to the host country language.

The purpose of the job is to manage the office to the highest standards set by audit and other local and UK guidelines. The Office Manager is to manage the premises, facilities, procurement, staff salaries payment (preparation is carried out by a separate company), limited IT issues etc. An exhaustive but not exclusive list of tasks is available. It will include day to day running of the office, compliance with Austrian and UK Health and Safety and Security keeping files and procedures up to date and audit compliant.

The role could be combined with another role.

Context and Environment: (e.g. dept description, region description, organogram)

The Austria office is part of the British Council EU region and is an Exams led operation. Austria operation: Director Grade F, Office Manager Grade H (50%), 2 Exams Coordinators Grade H, 3 FTE Exams Assistant Grade J,

IELTS Assistant Regional Manager Europe Grade G
Regional HR Coordinator Wider Europe Grade G
Director Financial Planning and Analysis EU

Accountabilities, responsibilities and main duties: (including people management and finance)

The main duties of the posts are:

To manage procurement and administration including SAP procedures, Approval Limits, Roles + Responsibilities and mandates for banking systems as well as to contribute to office security.

Facilities Management.

Compliance with corporate guidelines and values and with health and safety legislation. Potential conflicts are recognised and resolved. Liaison with landlord and Austrian authorities. Telephone, some IT, office supplies.

Office Management

This list is not exhaustive but indicates the scope of the work (a more detailed list of daily, monthly

and yearly tasks is available):

Salaries: Liaison with Tax Advisor so salaries are paid on time.

Returns: BC returns including EOY and returns to City of Vienna and HQ. Staff files.

Security: liaison with police, Group4, Embassy Security Officer.

Safety: Role of "Sicherheitsbeauftragte/r" and liaison with AUVA (local organization dealing with work place safety).

Planning: A variety of office plans including emergency, contingency planning.

Role of First Aider.

Filing: financial and non-financial filing.

Business Continuity Plan requirements including emergency procedures.

Compliance with corporate procurement and purchasing and office procedures according to BC standards.

Training

Support or organisation of training for the Austria operation.

Key Relationships: (include internal and external)

Internal customers of Austria operation

Suppliers, Vendors and Customers

Bank contacts/Citibank

Accounting Hub in India and UK colleagues

Finance colleagues from EU

AUVA

Other important features or requirements of the job:

The job requires the ability to remain polite and calm in difficult situations. The ability to do more things at one time and multi task under pressure is important so crisis can be dealt with. There will be occasional travel, work on weekends/ evenings in emergencies. The job will only suit someone who can manage their time effectively and keep Flexi to zero.

Please specify any passport/visa and/or nationality requirement	Right to work in Austria.
Please indicate if UK Criminal Records Bureau (CRB) checks are required for this role	N/A

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<ul style="list-style-type: none">• Working together (essential) - interview• Being Accountable (essential) – interview• Making it happen (essential) - interview• Creating shared purpose		Interview Interview Interview

	(essential) – short listing • Shaping the future (essential) – short-listing • Connecting with others (essential) – short-listing		
Skills and Knowledge	<p>Communicating and Influencing (level 2) Relates communications to circumstances Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Analysing Data and Problems (level1) Is systematic Breaks down problems into a list of tasks to be done and decides on appropriate action.</p> <p>Planning and Organising (level 2) Plans ahead Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p>Managing risk (level 1) Follows good practices Demonstrates understanding of risk management policies and procedures and record of following them.</p> <p>German at level C1, English at B2</p> <p>IT skills , Excel and Word</p>	<ul style="list-style-type: none"> • Experience with SAP • General knowledge of Austrian employment laws. 	<p>Short listing & Interview in German. Short emails to be replied to in German before the interviews.</p> <p>Tested at interview</p>
Experience	<ul style="list-style-type: none"> • Office and Financial Management • Facilities Management • Customer service 	<ul style="list-style-type: none"> • Experience with premises moves 	Short listing & Interview
Qualifications	Austrian Matura (equivalent) or higher.		Short listing

Submitted by	Martin Gilbert	Date	18 July 2016
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