



JOB TITLE	Office Manager
DEPARTMENT/GROUP	Administration
REPORTS TO	Peter Hind - MD / Philippa Ryan – Sales Support Manager
SUPERVISES	N/A
DATE	October 2017
HOURS	20 - 24 / week Wednesday, Thursday and Fridays

RDC is a small business based in Nottingham city centre, working within the international aviation industry. We began life as a consultancy providing advice and data to airports and have since expanded to include online systems based round the highly successful *RDCApex* and *airportcharges* platforms along with our well respected *Aviation Economics* consultancy brand. We have clients across the world ranging from small airports to major airlines, investors and government agencies.

We are a young, fast growing company with a dynamic outlook, seeking a motivated, organised and experienced candidate with great PC and communication skills to assist the Office Manager with various administration tasks.

PURPOSE OF THE JOB

This role sits within our Nottingham office, which is the main focus of the company's business. We are split into two product groups, *product* and *consultancy*, with this role being involved in both areas. The key purpose of the job is to take over a series of administration tasks that are currently undertaken by the Office Manager

- ⊙ General administration tasks within the office;
- ⊙ Assisting with conference and exhibition attendance;
- ⊙ Updating the company CRM system (salesforce.com) with new contacts;
- ⊙ Co-ordinating print and production of marketing materials, business cards etc;
- ⊙ Arranging air travel and hotel accommodation;
- ⊙ Arranging venues for external meetings;
- ⊙ Dealing with inbound calls and outbound mail;
- ⊙ Monitoring and ordering stationery and any other equipment;
- ⊙ Responding to career enquiries;
- ⊙ Coordinating and inputting team timesheets;
- ⊙ Organising health and safety checks;
- ⊙ Administrating and setting up meetings on the teleconference system;

MANAGEMENT & SUPERVISORY RESPONSIBILITY

The role has no direct supervisory responsibility

CORE DUTIES

The core parts of the role are broken into the following areas:

Company Administration - Core

- ⊙ Add all business card contacts to the Salesforce CRM system with full details including company, address, telephone, email, type of business, job type, company type and all other relevant details;
- ⊙ Make travel arrangements for international travel as needed;

- ⊙ Make car hire arrangements;
- ⊙ Deal with all inbound phone queries;
- ⊙ Manage the stationery budget;
- ⊙ General office administration tasks;
- ⊙ Arrange off-site meetings;
- ⊙ Co-ordinate attendance at overseas conferences and exhibitions;
- ⊙ Coordinate and input weekly timesheets for product and consultancy teams;
- ⊙ Deal with careers enquiries and keep CVs on file;
- ⊙ Making weekly health and safety checks and coordinator others when required;
- ⊙ Setting up meetings and administrating on Webex as required;

Product Development – Very Infrequent

- ⊙ Undertake product testing if required

Product Support – Very Infrequent

- ⊙ Assist the support and business team in hosting client support groups, entertainment etc

Current and New Business – As Required

- ⊙ Organise conferences attendance
- ⊙ Maintain details of relevant conference events – costs, attendees etc

Relationships and Contacts - Infrequent

- ⊙ Participate in internal meetings as required

General Responsibilities

These are standard to all RDC job specification

- ⊙ Maintain a professional working environment with particular reference to punctuality, dress standards, keeping desks and the office tidy
- ⊙ Use company proprietary and standard 3rd party software – Xero, Outlook, Salesforce, balsamiq, basecamp, Resource Central, whosoff.com etc to
 - ① maintain customer accounts and contact details
 - ① record sales
 - ① manage sales and sales opportunities
 - ① generate invoices
 - ① manage contracts, subscriptions and user account access
 - ① request holiday and record absence through sickness
 - ① book meetings and meeting rooms
 - ① keep records of internal and external meetings
 - ① email and link emails to customer accounts
 - ① maintain an up-to-date diary / calendar
- ⊙ Adhere to all policies and practises contained within the Company Employee Manual
- ⊙ Adhere to the Company's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- ⊙ Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- ⊙ Work in accordance with the Data Protection Act.
- ⊙ Provide a legal, healthy and comfortable working environment, not to smoke anywhere throughout our premises.
- ⊙ Comply with the fire and first aid policies.
- ⊙ Undertake such other duties as may be reasonably expected.
- ⊙ Treat all RDC and client data as highly confidential.

Closing date: 30th November 2017. Please send CV and covering letter to Careers@rdcaviation.com