

## JOB DESCRIPTION

### Office Manager, Business Operations

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#### CONTEXT

Everyone TV runs the UK's free-to-view TV platforms – Freeview, Freesat, and now Freely.

Freeview is the UK's largest TV platform, watched in over 18 million homes. Freeview Play, our live and on demand TV service, is used on five million devices. Freesat serves 1.5 million homes carrying over 170 channels and offering linear TV over satellite and on demand content over the internet.

We're also leading free TV's evolution for a streaming age through the creation of our new Freely service which has recently launched on smart TVs in 2024, bringing aggregated live channels and free on-demand content to UK viewers over the internet for the first time.

Everyone TV is a joint venture which is owned and supported by the UK's leading public service broadcasters (PSBs) - BBC, ITV, Channel 4, and Channel 5. We are not-for-profit and funded directly by our Members, and revenues from a range of commercial activities.

Our mission is to champion free TV for all. We are passionate about bringing together great TV in one place, for free, for the nation. Working in partnership with the PSBs and many other industry players, we are focused on offering the best free TV experience to UK viewers across terrestrial TV, satellite TV and increasingly internet TV, ensuring that free TV – with public service broadcasting at its heart – remains as strong and vibrant in the future as it has been to date.

#### THE WAY WE WORK

**Ambitious** – We aim high. We are determined and ambitious about our work, always delivering the very best for our viewers.

**Collaborative** – We achieve together. We create strong partnerships based on trust and respect.

**Supportive** – We grow together. We learn from each other, and we invest in people's wellbeing and development.

#### ABOUT THE ROLE

The role sits within the Finance, Legal and the Business Operations team. As a multi-site Office Manager, this role reports to the Finance Director. You will be responsible for overseeing the day-to-day operations of two offices, based in London and

Bedford, ensuring efficient workflow, and maintaining a productive and positive work environment.

This role will involve implementing various office policies and procedures, ensuring Health & Safety regulations are followed, including keeping documentation up to date, conducting risk assessments, overseeing First Aid and Fire Warden training, and coordinating other office activities. This is an active and varied role so you must enjoy working in a fast-paced environment and be initiative-taking and flexible in your approach to work and travel.

## RESPONSIBILITIES

- To lead and serve as the main point of contact for office administrative duties, including repairs, maintenance, supplies, and equipment.
- Maintain day-to-day wellbeing of the office, sending out office communications to all staff regarding any housekeeping issues.
- Consulting with property building managers, landlords and office maintenance subcontractors.
- Manage our London and Bedford office budget while ensuring all expenses are recorded and on track.
- Partner with the People Team to provide a great onboarding process and lead on office orientation and working with our IT Service Analyst to ensure new starters equipment is received and set up ahead of their first day.
- Implement recommendations from annual Health & Safety Report and review evacuation notices, fire safety, first aiders and fire wardens regularly.
- Maintain office records relating to supplier contracts, maintenance records, compliance etc.
- Arrange Display Screen Equipment (DSE) assessments and implement any recommendations.
- Maintain office passes, locker logs, and bike registrations.
- Order and maintain kitchen and bathroom supplies, including some basic stationery for the office.
- Conduct a weekly review of meetings and room booking system.
- Work with Test Lab Manager for the Bedford office to develop office management systems in-line with the London main office.
- Book travel and accommodation and couriers.
- Attend Everyone TV's Social Committee and Tenants Meetings inputting as required.
- Maintain the expenditure log for Office and raise Purchase Orders when required.
- Working collaborating with the People team to order wellbeing gifts and any other requests as needed.

- Order flowers and gifts when required as well as other regular office expenditure items such as office Christmas decorations or regular in office events.

#### KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

- You will have proven experience as an Office Manager, ideally in a medium-sized, professional organisation.
- A strong understanding of Health and Safety regulations and their application.
- Collaborative, supportive and professional with the ability to adapt to new challenges.
- Strong organisational and planning skills and attention to detail, with the ability to juggle multiple tasks and deadlines.
- Excellent communication skills.
- Proven influencing and persuasion skills.
- Ability to identify and understand business needs and build strong working relationships across the business.
- A can-do attitude with a proven track record of creating a collaborative and inspiring workplace environment and the ability to build connections and foster teamwork.
- Proficiency in administrative tasks and office procedures.
- Knowledge of Microsoft Office Suite (Word, PowerPoint, Excel, Outlook) and other commonly used office packages is essential.
- Experience of managing office budgets effectively.

#### PERSONAL ATTRIBUTES

- A helpful and considerate team member who always supports their colleagues.
- Ability to build collaborative and productive working relationships with a wide range of people of different seniority levels, inside and outside the company.
- Strong attention to detail and well-organised.
- Motivated to take responsibility and accountability for office management.
- Thrives when working in a demanding and dynamic company.
- Adaptable and takes initiative in handling new challenges.
- Committed, proactive and driven to deliver.
- Sees the big picture and can find a way through ambiguity.
- Resilient and able to deal with setbacks.
- Shows initiative and flexibility, even when working under pressure.

- Embraces and promotes a diverse working culture.
- Aware of own development needs and relishes the opportunity to expand the breadth of their skills and knowledge.

#### LOCATION

This is a two-centre based role, split across Everyone TV's central London offices, at the South Bank and its Technology Test Lab in Bedford.

You will need to spend 3 days a week in the London office and 2 days in the Bedford office.