



Job Description

Job Title:	Office Manager, Singapore Branch Office
Employee:	**
Date prepared:	October 2022
Reporting to:	Technical Team Manager - Asia-Pacific Region
Immediate staff responsibilities:	None

Overall Purpose of Job

ITOPF provides services globally, with colleagues frequently travelling to different parts of the world and working in different timezones. This role is key in supporting all of the ITOPF team, particularly those based in the Singapore branch office. To include monitoring branch office financial transactions, preparing monthly payroll documents, booking travel for the team. To be the key contact for ITOPF's Singapore branch office with our administrative support partners including travel agents, accounting and payroll provider, corporate and benefits insurers, The Great Room, and functional departments based in the UK.

Person Profile

Note that all the criteria below are essential unless stated otherwise (D= desirable)

Knowledge & Skills

- a) Good standard of numeracy and literacy skills.
- b) Excellent organisational skills and ability to organise own work and priorities (within prescribed regulatory timescales) without supervision.
- c) Ability to work accurately with attention to detail.
- d) Good spoken and written communications skills, including the ability to communicate effectively.

Experience & Qualifications

- a) Experience of working for a small or medium sized enterprise and ideally in a small team
- b) Experience of using Microsoft Office 365, Excel to an Advanced Level
- c) Experience in providing administrative support to a small team, including liaison with internal and external contacts.

Personal Qualities

- a) Team player
- b) Problem solver
- c) Reliable, trustworthy and discreet.

Please note that the role will require some time overseas particularly at the start of employment – to undertake a period of training in the UK. There may also be a need to work outside of standard office hours from time to time in order to attend virtual meetings taking place in different timezones.

Principal Responsibilities

- 1) Finance
 - a) Receive and check monthly invoices from The Great Rooms, checking and agreeing any additional sundries costs before sign off and processing with Citco.
 - b) Review and sign off invoices from providers such as travel agents, training providers, catering, within the limits of the delegation policy.
 - c) Produce monthly payroll records, to include any changes to salaries and benefits, set up new starters, record leavers – work with the People & Culture Team in London to verify before forwarding to Citco for payment
 - d) Provide guidance and training to new colleagues on processing expenses.
 - e) Liaise with the finance team in the UK for the annual audit of accounts and provide support in Singapore for the BDO auditors.
 - f) Maintain and keep records and monitor Singapore banking and payment activity within agreed limits.

- 2) Office Facilities
 - a) Work closely with our contact at The Great Rooms (our serviced office) to ensure the office space is a safe and effective workplace for colleagues and visitors, that any repairs and maintenance are carried out and any queries raised with relevant teams in the London Office as necessary.
 - b) Review and update office / corporate insurances required for the branch office as required
 - c) Ensure visitors to the office receive an office induction as needed and have security passes available.
 - d) Provide IT support to help resolve any IT problems, working closely with colleagues in the UK.
- 3) Events Planning
 - a) Support the team based in Singapore with attending events, event booking and registration, travel and accommodation bookings, support with materials, shipping, etc.
- 4) Human Resources
 - a) Support the team with recruitment, including liaising with recruitment agencies, advertising roles through required and most effective routes
 - b) Support with interview arrangements
 - c) Support with onboarding and training of colleagues with office procedures, including IT set up and health and safety
 - d) Work closely with insurance providers to ensure appropriate workplace and individual insurances are arranged.
- 5) Administration
 - a) Liaise closely with ITOPF's Company Secretary based in the UK to ensure all necessary branch related paperwork is reviewed and kept up to date.
 - b) Arrange meetings for the team based in Singapore as requested, including for those visiting from the UK and from other stakeholders.
 - c) Manage monthly office costs, to ensure they fall within the allocated budget, for example printing, credits for room bookings, catering etc.

- d) Work with ITOPF's travel partner to arrange worldwide travel bookings for planned travel and for spill response, including risk assessments and any visa applications required.
- e) Work closely with colleagues in the UK office to enable support to be provided to the wider ITOPF team from both offices during periods of peak activity.

General Requirements

- a) Any additional duties as required from time to time appropriate to the level of post to assist in the efficient running of the company and fulfilment of its strategic objectives.
- b) Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.
- c) Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.
- d) Proactively consider your own professional development ensuring your skills and knowledge remain current and engage in ITOPF's systems for development, such as annual reviews, formal and on-the-job learning opportunities.