

We are recruiting for a Practice Manager to join our busy team

We're a successful and busy RIBA chartered practice, based 30 minutes from Glasgow and Stirling and work all over Scotland. Design-focused and offering a comprehensive design service from concept through to completion. Our core architectural team is hard-working and creative. We're open and discuss ideas in the office, where you'll experience and be involved in all aspects of a medium-sized architects and interiors practice. A common observation by current staff is that 'no two days are the same' at Thomas Robinson Architects

The position is for 22.5 - 30 hours a week 9.00am-5.30pm.

Role

In summary your role will involve organising the following activities;

HR, facilities, software, professional memberships, insurances, ordering supplies, diary keeping, PA activities, maintaining entries in the management software (DELTEK), organising sales appointments, creating sales proposals, tracking and reporting sales calls through the process, answering phones, producing regular management reports, organising external and internal meetings.

Expanded Practice Manager Role Description

The role of the Practice Manager is to assist with the smooth operation of practice matters.

Activities

- Deals with HR issues
- Checks office email accounts regularly
- Approves holidays in line with practice operational requirements
- Orders all supplies and maintains suppliers list
- Organises all utilities and records providers and renewal dates
- Organises facilities
- Organises all software requirements and records providers and renewal dates
- Organises practice memberships such as RIAS / RIBA / NBS/ TRADA/ TAG
- Organises Insurances such as Professional Indemnity and Contents Insurance
- Undertakes PA activities and diary keeping for directors
- Enters Enquiries and Projects into Deltek
- Assists Project Architects with the production of SCA Appointments documents
- Ensures timesheets are submitted in line with Finance Manager's request
- Plans office social events

Reports to Operations Director

Sales Specific Activities

The role of the Sales Manager is to assist the Sales Director with the sales process.

Activities

- Takes calls from potential clients and makes initial assessment of project
- Researches new clients and reports
- Organises sales meetings with new clients
- Sets up enquiries up in software
- Sends introduction pack or marketing material to prospective clients

- Ensures proposals are produced and sent to prospective clients within 5 working days
- Checks with prospective clients that proposal has been received
- Follows the sales process through until the project is won or otherwise
- Ensures all sales enquiries are entered into the software
- Organises weekly sales meetings with Directors and reports progress
- Ensures that data is kept regarding the outcome of each enquiry so that the sales enquiries can be measured at the year end

Reports to Sales Director

Skills and Attributes

- Full working knowledge of Microsoft Suites
- Ability to learn different software's when required
- A team player with high levels of interpersonal and communication skills
- Discretion and sensitivity
- A proven track record of managing skills and in particular practice management skills is desirable
- Previous employment in a professional services environment is advantageous ideally in an architects' practice
- A knowledge of the RIBA Plan of Work is advantageous
- Clean Drivers License
- The ability to set and meet deadlines

What you will get in return

- A competitive salary and package based on ability

What you need to know

- Apply with CV and covering letter to Claire Fyfe
claire@thomasrobinsonarchitects.co.uk