

JOB DESCRIPTION

Job Title	Office Assistant	Grade	1
Reports to	Manager (Grade 4)	Date	February 2026

Job Purpose

This role supports the smooth day-to-day operation of the office by ensuring that office spaces, equipment, supplies, and services are well maintained, enabling colleagues to work efficiently and productively. The post holder will also contribute to continuous office improvements, support internal communications and feedback, liaise with wider support services (IT, facilities) and assist with wider administrative and client project activities as required.

Principle Accountabilities/Tasks

Working closely with colleagues in Facilities, IT and Corporate Services, you'll coordinate the day-to-day essentials that keep our office effective and welcoming, including:

- **Meeting rooms & IT basics:** Ensure meeting rooms, kitchens, and shared spaces are tidy, functional, and ready for use; coordinate fixes, replacements, and supplier follow-ups for IT and office equipment.
- **Supplies & consumables:** Monitor stock levels and reorder office supplies and consumables (e.g. stationery, peripherals, milk, fruit, tea, coffee) to meet demand; reinforce usage policies where needed.
- **Cleaning & facilities management:** Ensure cleaning services meet agreed SLAs report and resolve minor building and facilities issues promptly with landlords or suppliers.
- **Office improvements:** Support continuous office improvements by obtaining quotes, scheduling contractors, and coordinating site access.
- **Sustainability & recycling:** Liaise with suppliers on recycling and waste collections, manage recycling bins, and promote simple environmental initiatives in the office.
- **Communications & feedback:** Prepare short office updates (e.g. a friendly bi-weekly newsletter) and run brief staff surveys to gather feedback, ideas, and priorities.
- **Room bookings & events support:** Book external meeting spaces as required and assist with event logistics, small purchases, and catering arrangements.
- **Post & logistics:** Ensure office post is received, distributed, or forwarded correctly with no items left unattended; arrange couriers and taxis when needed.
- **Office administrative support:** Provide ad hoc office administration support including printing, document issuance, electronic file archiving, booking lunches or events, issuing vouchers, and supplier coordination.
- **Business support:** Provide ad hoc administrative support to the UK Business Support Team, helping to update and maintain documents and processes, data entry, and CV formatting.
- **Community:** linking with our community of facilities colleagues across Ecorys UK and our wider Ecorys to ensure consistent office facilities offering across our company
- **Supporting internal audit:** supporting internal and external audits for our ISO certifications and ensuring office policies are followed locally.

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- **Project admin opportunities:** Support client project administration alongside office duties, such as formatting documents, maintaining Excel or Word files and supporting administrative project tasks (e.g. booking interviews, maintaining project logs, etc) .

Qualifications & Experience

- Minimum of 5 GCSEs/O'Levels (or equivalent) including Maths and English at grades A–C (or equivalent).
- Previous experience providing administrative and facilities support within a busy office environment.
- Excellent organisational skills with a high level of accuracy and strong attention to detail.
- Proven ability to prioritise workloads and meet multiple deadlines in a fast-paced or demanding environment.
- Intermediate proficiency in Microsoft Outlook, Excel, Word and PowerPoint.
- Strong interpersonal and communication skills, with a flexible and proactive approach to working across multiple teams with a solution focused can do attitude.