

# About Williamsons & The Role

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## **Job Title** | Office Manager

Williamsons, a well established reputable law firm with offices in Hull Bridlington and Driffield are seeking an Office Manager to join its forward thinking team serving the communities of Hull and East Yorkshire in our Bridlington Office.

## **The Role**

The Office Manager is responsible for the smooth and efficient operation of the firm's offices. This includes facilities management, staff coordination, administrative oversight, client-facing responsibilities, and supporting the delivery of a professional and welcoming environment. The role ensures the firm & operational standards, client service expectations, and internal processes are upheld consistently.

*Please Contact -*

**Carole Dobson**

[carole.dobson@williamsons.co.uk](mailto:carole.dobson@williamsons.co.uk)

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# Key Responsibilities

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## **Key Responsibilities |**

### **Office & Facilities Management**

- Oversee day to day running of all offices, ensuring a safe, organised, and well maintained working environment.
- Manage relationships with external suppliers, contractors, and service providers (e.g. repairs, utilities, office supplies).
- Coordinate office maintenance, cleaning schedules, and health & safety compliance requirements.
- Monitor office equipment, IT peripherals, and meeting room facilities, ensuring functionality and availability.

### **Administrative & Operational Support**

- Prepare Board meeting and other operational meeting agendas and prepare minutes of those meetings
- Supervise reception and administrative staff, ensuring consistent service delivery and professional standards.
- Oversee incoming enquiries, including weekend web enquiries, ensuring responses are timely and aligned with client care standards.
- Manage centralised registers and operational processes as required.
- Support onboarding and induction processes for new staff members.

### **Client & Public-Facing Responsibilities**

- Oversee the monitoring and management of Review Solicitors Reviews /Google Reviews, ensuring appropriate responses and escalation where needed.
- Coordinate with marketing or partners to address themes or issues identified through online feedback.
- Manage and respond web enquiries, ensuring appropriate acknowledgement and escalation of urgent matters.
- Support the delivery of a welcoming visitor experience across all office locations.

# Key Responsibilities

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## **Event & Engagement Coordination |**

- Serve as the LawHub Coordinator, ensuring resources, communications, and engagement activities run smoothly and commissions are received.
- Oversee the planning, organisation, and execution of firm related sponsorships, events, networking functions, and staff engagement initiatives, including planning, logistics, attendance coordination, and promotional requirements.
- Manage annual or regular initiatives such as the Holiday Draw, staff celebrations, and charitable activities.

## **Communication & Coordination |**

- Act as a central contact point between departments, Directors, and external organisations.
- Support and liaise with Directors and department heads with administrative projects or operational reviews as required.
- Liaise closely with Compliance Officer, HR Manager, Operations Assistant and IT Manager
- Coordinate staff communications, share operational updates, and support the smooth running of firm-wide initiatives.
- Circulate internal communications, reminders, notices, and policy updates to ensure staff remain informed and aligned with firm standards.

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# Key Responsibilities

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## Record Keeping & Reporting |

- Maintain accurate records relating to facilities, staff schedules, visitors, suppliers, and compliance related operational matters.
- Prepare reports, updates, or metrics for senior management as required.
- Track and manage key operational deadlines, renewals, and routine tasks.

## Skills & Attributes |

- Excellent organisational and time management skills.
- Strong communication and interpersonal abilities.
- Ability to handle confidential information with discretion.
- Confident in managing competing priorities under pressure.
- Professional, proactive, and solutions focused approach.
- Strong IT competence (Microsoft Office, case management systems, web platforms).

## Experience & Qualifications (Typical) |

- Experience in office or facilities management, preferably within a professional services environment.
- Supervisory or team leader experience desirable.
- Health & Safety awareness or training beneficial.
- Strong customer service background preferred.

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