Joanna Whitfield

Office Manager

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Profile

Office manager with four years running the office of a 45-person engineering consultancy, after three years supervising a lettings administration team. Manages a £180,000 office budget, three administrators and the office's suppliers, and reports to the directors every month. Holds the ILM Level 3 Certificate in Leadership and Management. Looking for an office manager post in a larger organisation.

Experience

Office Manager, *Calder Brook Engineering, Reading* **June 2022–present**

- Run the office for 45 engineers and support staff: reception, post, IT requests, building maintenance and health and safety checks.
- Manage the £180,000 yearly office budget and the expenses process; moved stationery and printing to one supplier in 2024 and cut that spending by 22%.
- Line manage three administrators with weekly one-to-ones, yearly appraisals and a training plan each; one has since moved up to bids coordinator.
- Recruited and trained four administrators and a receptionist, writing the job descriptions with HR and sitting on each interview panel.
- Set up checks on project files and invoices before they go to clients, cutting returned invoices from about ten a month to two.
- Write a monthly report for the directors on spending, staffing and the building, and agree the office forecast with finance each quarter.
- Handled two disciplinary cases with HR, following the company's procedure from first meeting to outcome.

Lettings Administration Supervisor, *Hartwell Lettings, Reading* **2019–2022**

- Supervised four administrators preparing tenancy agreements, deposit registrations and safety certificates for about 600 homes.
- Introduced a move-in checklist so no tenancy started without its gas and electrical certificates.

Qualifications

- ILM Level 3 Certificate in Leadership and Management (2023)
- Business Administrator Level 3 Apprenticeship (2017)
- GCSEs including English Language 6 and Mathematics 6

Skills

- Budgets, purchase orders and expenses in Xero and Excel
- Appraisals, one-to-ones and training plans
- Supplier contracts and quotes
- Microsoft 365, SharePoint and Teams set-up for new starters
- Health and safety checks, fire warden and first aid at work

Additional information

First aid at work certificate (2025). Full driving licence.