

**Position:**     Support Services Manager**Key responsibilities**

- Fostering workplace culture aligned to the Fincorp policies and company values.
- Manage the office functions from purchasing and facility management. Responding to emails and managing a small team.
- Manage the logistics team and oversee fleet management, fuel consumption, transportation.
- Assist with financial accounting functions including purchase order preparation, data entry, leave registers and time sheets.
- Work with other staff members to design and implement office policies by establishing standards, procedures, and other documentation as required.
- Assist with Human Resources processes including pre-recruitment, recruitment, retention and motivation, performance reviews, and onboarding/offboarding employees.
- Provide project management assistance for office projects, events and corporate functions as required.
- Continuous improvement of procedures to meet growth of the company.

**Logistics**

- Provide timely customer centric fleet management services across the organization.
- Administer fleet management arrangements, including quoting, ordering, arranging maintenance and rectification of damage and payment of invoices.
- Work closely with the finance department on fleet value and depreciation and facilitate any external tender and procurement process.

**Administration**

- Create and maintain a positive and welcoming office environment that enhances team culture and promotes a great office experience.
- Oversee the general management of our office facilities and ensure our offices are properly supported administratively.
- Ensure the office is well-stocked with supplies and equipment and assist with managing general purchases for the company.
- Manage work functions and events including catering
- Booking travel
- Manage telephone and mobile accounts across the organization including top ups and CUG accounts.

## **Property**

- Be the point of contact for day-to-day management of Fincorp leased properties and will liaise with landlords on property upkeep and maintenance.
- Manage site inspections on Fincorp owned properties.
- Work closely with senior management with branch refurbishment projects

## **Financial**

- Assist in accounts payable process reconciliation, including processing a small number of supplier invoices and running weekly supplier payments.
- Manage timesheets and monthly payroll processing, ensuring our team members are paid accurately and on time.

## **We are looking for someone who has:**

- A friendly and welcoming disposition - believes in the importance of contributing positively to workplace morale.
- The ability to multitask, can manage competing priorities and who enjoys making things run smoothly.
- A genuine care and interest in people and the ability to build relationships in a work environment.
- Stakeholder management skills – for both internal and external stakeholders, and the ability to facilitate engagement across the business.
- High-level written and oral communication skills and the ability to communicate and liaise effectively and sensitively at all levels, both internally and externally.
- The desire to produce outstanding results to assist in the continued success of our business.
- Advanced knowledge and experience in MS Office, Excel and SharePoint.
- Knowledge and experience with accounting packages

