

ROLE PROFILE

Role Title:	PA & Office Manager
Employment Type:	Full Time- Permanent
Date:	11.03.2022
Location:	Madrid

ABOUT US

RSA has a long history in Europe as a Specialty insurer, and we are a partner with a strong reputation for protecting our customers and helping brokers build their business. Our approach combines rich heritage, financial strength, customer focus, resilience and an exceptional team of dedicated experts with deep technical know-how.

RSA Luxembourg S.A. is a subsidiary company of RSA, one of the world's leading international general insurers with over 300 years' experience in providing peace of mind to individuals and protecting small businesses and large corporations from uncertainty.

We have regulated insurance branches in Belgium, France, the Netherlands, Spain and Germany. With our team of 250 employees, we provide in-country services in technical underwriting, claims and risk management.

***RSA is committed to creating a diverse environment and proud to be an equal opportunity employer.*

MAIN RESPONSIBILITIES

- PA to MD: Diary management, administrative assistance, inbox management, drafting communications on behalf of MD's, expenses for the MD only, planning and organising travel and meetings. Greeting customers or clients. Arrange dinners and lunches onsite or offsite. Collaborate on local or EU-wide events.

-Reception: Direct reception calls, meet and greet – all visitors should be pre-arranged and announced, maintenance of visitor log. Managing meeting room bookings onsite. Country locations can assign a reception managed call service if cost is pre-agreed with the MD for when holiday leave is requested, or sick leave is for an extended period.

-Onsite Presence: It is the responsibility of PA to MD / Office Manager to make sure they are available and flexible to be onsite 5 days per week if needed e.g. emergency response, reception, onsite changes or MD business need.

-Office Management Team: Responsible for Team directives and initiatives to be implemented to your country site location.

-Facilities Management: Health and Safety & BCM: working with HR and Head of Office & Information Management to implement and maintain Physical Security, Health & Safety on site this will include Office Risk Prevention, Business Recovery Plan Coordination and updating as part of Business Continuity Planning and Shadow Planner update. Maintenance: Organise and maintain testing and inspection along with guidance from Landlord/Risk Prevention Service in Spain in particular this building adheres to regular inspection and testing. Working with the Head of Office & Information Management for a pan-European level of risk and acceptance.

-Mobile Phone Contracts: Coordinate all the issues connected to fixed and mobile telephony; control Smartphones stock, device configuration, relation with the provider for mobiles. Work with Head of Indirect Procurement with Negotiate tariffs, prices, improve service in agreement with the MD and Head of Office & Information Management.

-Operational: Meeting Rooms, Carparking, Car Charge Device, Postage (organise delivery of items and receive goods), Stationary order and inventory of stock, all local agreements will need approval from the MD.

-Third Party Contract Management (TPM): Training and procedure when managing existing Office Management contracts and agreeing new contracts. Engaging with the Head of Indirect Procurement and Head of Office & Information Management.

-Leasing: Commercial Property Management, engaging in Landlord renewal of contracts and support the MD, Legal, Property Team and Head of Office & Information Management to make sure we establish a 'fit-for-purpose' agreement for all parties.

-Space management: Plan of allocation of office space and seating working with the MD and Local Leadership Team. Management of the open spaces in the office as well as their proper maintenance.

-Facilities Change Management: Supporting the MD, Head of Office & Information Management and property team for changes with facilities onsite.

-Flexible Ways of Working: Supporting HR, Internal Communications and MD with local engagement with home-working, providing equipment at home such as Monitor's, Keyboards, Mice, Table and Chair (non-IT managed service).

-Invoice process and maintenance: Submit Office Management invoices and to the Invoice processor with relevant information to be raised for payment. DAF provided for approval of low-level Office Management invoices only.

-New Starter and Leavers Process (Non-IT): Support new starters and leavers process onsite working with HR, IT Manager and the Hiring Manager. Follow the New starter and Leavers process taking responsibility when indicated in the process.

-All roles are part of the Office Management Team and will agree in advance level of support needed for pan-European holiday or sick leave of team members.

HOW TO APPLY?

If you are interested in applying to this job position, please send us your CV to: martagarcia.fernandez@eu.rsagroup.com

In compliance with the provisions of the General Data Protection Regulation ("GDPR") we inform you that the personal data collected in relation to the job offer of your interest will be incorporated into a file owned by RSA Luxembourg, S.A. in order to manage your application. You can exercise your rights of access, rectification, cancellation, and opposition by sending a letter to Edif. Torre Europa, Pº de la Castellana, 95 – Planta 19 – 28046 Madrid (SPAIN) attaching a photocopy of your ID or equivalent official document proving your identity.