

OFFICE MANAGEMENT OPERATIONAL GUIDE

An example of an operational resource I created to centralise office procedures, responsibilities and key information.

ABOUT THIS GUIDE

I created this Office Management Guide to centralise the key information, processes and responsibilities required to run the office efficiently on a day-to-day basis.

The objective was simple: **to make sure essential operational knowledge did not depend on one person.**

The guide was designed to support:

- Day-to-day office operations
- Business continuity during absences
- Smooth handovers
- Onboarding of new Office Management team members
- Clear ownership of recurring tasks
- Easy access to supplier and operational information

It brought together the main Office Management responsibilities, recurring procedures, service providers, internal processes and practical workplace guidelines in one accessible reference document.

What I owned

Reception & workplace operations · Suppliers & contracts · Office supplies · IT equipment coordination · Mobile fleet · Facilities · Expenses · Meeting rooms · Mail & deliveries · Occupational health administration · Internal office procedures

This is an anonymised version of the original internal document. All confidential information, including company names, employee names, supplier contacts, account details and credentials, has been removed.

CORE RESPONSIBILITIES

RECEPTION & FRONT OF HOUSE



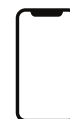
- Welcome visitors and employees and oversee day-to-day reception activities
- Manage the main office telephone line
- Receive and sort incoming mail
- Prepare and send outgoing mail
- Coordinate deliveries and parcel reception
- Arrange domestic and international shipments via courier services

OFFICE SUPPLIES & IT EQUIPMENT



- Monitor office supply stock levels and place orders when required
- Coordinate IT equipment orders with the IT team
- Purchase laptops, accessories and other office equipment through approved suppliers
- Track and review expenses related to office supplies and equipment

MOBILE FLEET MANAGEMENT



- Manage corporate mobile subscriptions and phone lines
- Monitor usage and associated costs
- Coordinate with mobile service providers
- Assist employees with questions or issues relating to their corporate mobile line

VENDOR & CONTRACT MANAGEMENT

Managing the office supplier ecosystem

Coordinating and monitoring the external service providers involved in the day-to-day operation of the office.

WASTE & RECYCLING

Management of office waste collection and recycling services.

FACILITIES & MAINTENANCE

Coordination of building maintenance, technical interventions and infrastructure-related issues.

OFFICE PLANTS

Management and maintenance of plants and green spaces within the office.

COFFEE SERVICES

Management of coffee machines, supplies, maintenance and servicing.

WATER SERVICES

Management and maintenance of office drinking-water equipment.

COURIER & HANDYMAN SERVICES

Coordination of courier services and small office works such as moving furniture, assembling desks or handling minor operational requests.

OCCUPATIONAL HEALTH

Administrative management of the occupational health provider, including contract follow-up and coordination of employee appointments.

WORKPLACE MANAGEMENT

OFFICE ENVIRONMENT



- Monitor kitchen requirements and organise weekly snack and beverage supplies
- Manage weekly fresh-fruit orders
- Check deliveries and adjust quantities according to consumption and office needs
- Oversee shared spaces to maintain a clean, organised and welcoming working environment
- Prepare meeting rooms and ensure they remain clean, organised and ready for use

EXPENSE MANAGEMENT



- Prepare and process executive expense reports when required
- Review Office Management expenses through the company expense platform
- Validate and monitor office-related expenditure

DOCUMENT & MEETING SUPPORT



- Prepare administrative and operational documents
- Print and bind presentations for internal meetings
- Prepare meeting materials when required
- Ensure rooms and supporting materials are ready ahead of meetings

OPERATIONAL DIRECTORY



A centralised reference for the services and resources required to run the office.

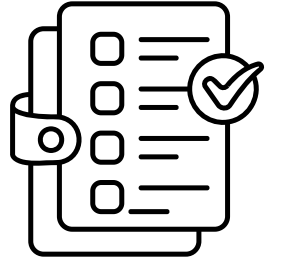
SERVICE / PROVIDER	PURPOSE
Office Supply Provider	Office supplies & recurring orders
IT Equipment Supplier	Laptops, accessories & IT equipment
Printer / Equipment Provider	Printer leasing & maintenance
Water Service Provider	Water dispenser maintenance
Printing Provider	External printing requests
Courier Service	Deliveries & international shipments
Plant Maintenance Provider	Office plants & maintenance
Grocery Supplier	Snacks & kitchen supplies
Recycling Provider	Waste sorting & recycling
Archive Provider	External document archiving
Facilities Provider	Office infrastructure & maintenance
Coffee Provider	Coffee machines, supplies & servicing
Fruit Supplier	Weekly office fruit orders
Catering Provider	Meetings & office catering
Mobile Provider	Corporate mobile subscriptions
Occupational Health Provider	Occupational health administration
Building Management	Building & facilities coordination

ORIGINAL INTERNAL VERSION

The original operational directory also included:

Key contacts · Account references · Contract numbers · Ordering information · Support contacts · Internal account details

OFFICE PROCEDURES



Office Procedures & Guidelines

OFFICE REQUESTS

All requests relating to office supplies, kitchen supplies, small IT equipment, corporate mobile phones, mail, parcels and reception should be centralised through the **Office Management** function.

FACILITIES

Requests relating to office facilities including furniture, heating, plumbing, cleaning, restrooms or other technical issues should be reported to **Office Management**, who will coordinate with the appropriate provider.

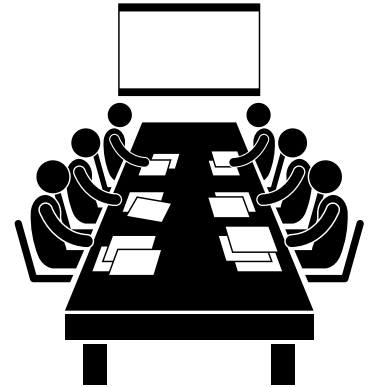
ACCESS BADGES

Badge requests should be coordinated by **Office Management** in collaboration with the relevant internal team.

IT SUPPORT

Questions or technical issues relating to employees' IT equipment should be directed to the **IT team**.

VISITORS, SECURITY & MEETING ROOMS



Visitors & Reception

Reception coverage is provided during standard office hours.

Outside reception hours, employees hosting external visitors are responsible for:

- Informing building reception of the expected visitor
- Welcoming their guest
- Booking an appropriate meeting room
- Offering refreshments
- Leaving the meeting room clean and ready for the next user

The same principle applies to mail or parcel shipments outside standard reception coverage.

SECURITY & ACCESS

Badge access is required between reception and private office areas.

External visitors should not access restricted office areas unless appropriately accompanied.

Employees working outside standard office hours must follow the building's access and alarm procedures.

MEETING ROOMS

Meeting rooms must be booked through the dedicated booking system.

Where a check-in system is in place, reservations that are not confirmed within the designated time may automatically be released so the room becomes available to others.

SHARED OFFICE STANDARDS



Maintaining a pleasant working environment is everyone's responsibility. Employees are expected to leave desks, meeting rooms and kitchen areas clean and ready for the next person.

This includes:

- Disposing of waste appropriately
- Returning food and beverages to the refrigerator when necessary
- Loading used dishes into the dishwasher
- Cleaning surfaces after use
- Leaving meeting rooms ready for the next meeting