



THREE CROWNS LLP

ROLE PROFILE: OFFICE MANAGER

LOCATION: LONDON

Three Crowns overview

Three Crowns was founded in 2014 by specialist international arbitration advocates in the belief that international disputes call for focused advice and advocacy. The firm engages primarily in complex, high-value disputes, and counts among its clients many industry leaders and sovereign states. The firm has grown significantly in each of its offices – London, Paris, Washington, DC, and Singapore – and now comprises over 100 people, including 15 partners.

The role

The Office Manager helps to reduce time spent by Partners and fee earners on day-to-day operational and administrative tasks while also ensuring the office is appropriately organised as a high-quality working environment for all.

The firm operates a seamless “one firm,” approach and the Office Managers in each of our offices are critical to maintaining the high standards of the firm and ensuring a cohesive and unified service is provided to fee-earners and clients at all times, irrespective of location.

The Office Manager has management responsibility for the London PA team.

Key responsibilities and tasks include (but are not limited to):

- **Primary point of contact** – Act as the primary contact for, and have primary responsibility for, ensuring all operational services within the London office are being managed and provided appropriately, working closely with the central business services teams which have overall responsibility for the operational management of the firm across all offices. The role holder will also be expected to assist with ad hoc issues and projects that arise.
- **Facilities Management** – Responsibility for overseeing all aspects of facilities management including confidential waste, office cleaning and building maintenance services, office furniture repairs/replacements, fire safety, and security access control.

- **Office moves/space planning** – Coordinating and managing internal and external office moves and re-configurations, working alongside the Partners and Senior Staff with regard to all aspects of space planning and office fit-out activities, including overseeing fit-out works, liaising with building management and all contractors involved in build/fit-out works.
- **Human Resources** –. The role holder will work alongside the central HR team with new joiner and leaver processes and may be required to provide support in relation to handling confidential employee relations issues, such as performance, attendance, sickness, behaviour and internal grievances of the PA team.
- **Finance** – Act as a liaison/point of contact for the global finance team, ensuring financial processes, information and tasks relating to fee earner activities are completed effectively (including billing, time recording, reviewing and chasing unpaid bills). This role should also ensure local expenses and invoices are managed effectively.
- **Firm operations** – Assisting the Senior Staff with ad hoc operational project support as and when the need arises, for example: testing and implementing new internal processes, technology and software.
- **Risk & compliance** – Providing support to fee earners in relation to risk and compliance processes e.g. engagement letters and internal file-opening procedures.
- **Front of House** – Responsibility for the management of Front of House. Ensuring that Front of House services provided by the PA team, such as management of the meeting rooms and reception, are efficient, effective and consistent with the high standards of the firm. Responsibility for coordinating and managing client events hosted in the office.
- **Management of local suppliers and contractors** – Responsibility for the procurement and management of local suppliers including building and facilities contracts, office supplies, taxis, couriers, printing, catering, travel agency and any Business Process Outsourcing (BPO) / Legal Process Outsourcing (LPO), invoice approvals and payment processing.
- **Health & Safety** - acting as Health & Safety Officer for the London office, managing DSE workstation assessments, conducting regular risk assessments and ensuring compliance with relevant workplace legislative health & safety regulations, acting as Fire Marshall and ensuring necessary evacuation procedures are in place.

Skills and knowledge

The ability to multi-task, build excellent relationships and manage a range of processes, systems, and people will be critical to success.

As an ambassador for the firm, both internally and externally, the Office Manager is responsible for making the office a welcoming and inclusive place for all. A professional demeanour, a positive attitude, and significant prior experience of working in an office managerial role is essential.

In addition, the Office Manager will demonstrate the below key skills and competencies:

- At least three years' business operations and office management experience. Strong knowledge of law firm processes is highly desirable.
- Prior experience of managing a PA team.
- Proven ability to facilitate and coordinate operational resources effectively and efficiently. Previous experience of office design and fit-out and office moves would be advantageous.
- Extremely strong communication skills. The successful candidate will be assisting and advising the Partners and Senior Staff on key operational issues and processes and will be expected to communicate effectively both verbally and in writing.
- Sensitivity to the requirements of working in a partnership environment and the ability to maintain high levels of confidentiality and discretion as appropriate while working in an environment of openness and collaboration.
- Excellent team working and interpersonal skills, with the ability to collaborate with individuals at all levels across all offices.
- Ability to manage own workload, while remaining proactive, taking initiative, and supporting others.
- Experience of working within an international environment.
- Additional language skills would be advantageous.
- Strong understanding of all Microsoft Office applications.