

Office Supervisor

Full time

Location: Elland

Are you a highly organized and client-focused individual with a passion for leading and motivating teams? Do you excel at fostering a positive and collaborative work environment where everyone feels valued and supported? Are you dedicated to providing exceptional client service and building strong, lasting relationships?

What you'll be doing...

Managing and overseeing the administrative and client-facing functions at SampleRite, ensuring high levels of service, efficiency, and client satisfaction. The Office Supervisor plays a key role in coordinating with the operations team to align office functions with overall business objectives.

- Supervise and support the Account Managers, ensuring effective client management and administrative operations.
- Conduct regular performance reviews, set objectives, and provide training and development opportunities for team members.
- Foster a collaborative and efficient team culture focused on delivering excellent client service.
- Oversee the management of client accounts, ensuring accurate and timely processing of sample requests and related documentation.
- Acting as the primary point of escalation for client issues, resolving concerns effectively and professionally.
- Support month-end reporting, invoicing, and other financial administration tasks.
- Ensure office staff adhere to all health, safety, and compliance policies.

Your background...

Must have...

- Proven experience in a supervisory role.
- Leadership and supervision skills.
- Strong organisational abilities.
- Multitasking capabilities.
- Excellent communication and interpersonal skills.
- High attention to detail.

Nice to have...

- Experience with stock and order management systems
- Familiarity with health and safety regulations in office environments
- Familiarity with HR procedure and legislation.
- Background in Chemical, Manufacturing or relevant sectors.
- Full UK Driving License

What we can offer you...

- Generous holiday allowance with buy/sell holiday scheme.



- Flexible hours
- Hybrid working
- Genuine professional development opportunities through external training and internal career development programmes
- Mental health initiatives, including free therapy/counselling
- Physical wellbeing initiatives including active support and challenges

A bit about us...

SampleRite provides a complete solution to sample management. We work closely with clients, delivering sampling campaigns that meet specific business demands in a range of specialisms within the chemical industry.

Headquartered in the heart of England, we offer our services globally.

As part of the 2M Group of Companies, we are a friendly team with an innovative culture that works together to get things done. We trust everyone equally and fairly and encourage our people to be truly creative and think outside the box.