

Sofia Mendes

Office Manager

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James Whittle

Arup

Dear James,

I am writing to apply for the Office Manager position at Arup's Birmingham office. I have five years of experience keeping mid-size professional services offices running efficiently, and I currently manage the day-to-day operations of a 90-person office at Mott MacDonald. Covering facilities, supplier contracts, onboarding, and events on an annual budget of £320,000.

At Mott MacDonald, I renegotiated the cleaning and security contracts within my first three months, saving £28,000 per year without reducing service levels. I coordinate onboarding for 25-30 new starters annually, handling IT setup, building access, and induction scheduling. When we relocated 90 staff to a newly refurbished floor, I managed the entire move. Floor plan, desk allocation, IT coordination, and delivered zero downtime, with all staff operational by 9am on move day, coming in £4,000 under budget. Before that, I supported office services at Irwin Mitchell and managed reception at Pinsent Masons, so I understand the standards expected in professional services environments.

Arup's Birmingham office and the engineering consultancy setting are familiar territory for me. I hold the IOSH Managing Safely certificate and the IWFM Level 3 Award in Facilities Management, and I bring the kind of practical, hands-on approach where problems get fixed before they reach anyone's inbox.

Sincerely,

Sofia Mendes