

JOB TITLE:

Office Manager -FT/PT equivalent to 4 days a week over 5 days

AREA:

Operations

RELATIONSHIPS:

Internal:

- Reporting to Managing Director
- Supporting Finance Manager
- Working with wider agency team

External:

- Suppliers / Partners / Prospects / Clients

Job Purpose:

- Keep office running smoothly & safely by coordinating & carrying out admin duties that support the team, welcome clients & work with suppliers & partners
- Support financial tasks inc posting expenses, raising POs
- Help to create & maintain a great agency work environment, ensuring activities are well organised & team communications are effective, supplies are in place
- Know everything about day-to-day agency operations – be the go-to
- Juggling a multitude of tasks & asks from the team on a day-by-day basis
- Using your initiative to solve office & team related issues that will arise regularly
- Work with complete integrity - given sensitive nature of shared information you're privy to

This role will suit someone who is:

- Organised & thrives on getting things done
- Warm, outgoing & professional
- Loves detail-obsessed & takes pride in accuracy
- Flexible & proactive – sees a problem & fixes it
- Tech & data confident

Core Responsibilities of the Role:

Workspace: managing & coordinating

Heavy / Daily:

- Guest hosting & meeting room management - room bookings, prep & refreshments for guests, organising meetings inc dietary needs requested ahead of time, room clear up
- Answer the phone in a friendly, professional manner. Representing the business in best possible way. Forwarding calls to the team or taking action as per call
- Ownership of onsite support for meeting set up & training the team on office tech like Poly & Microsoft Teams
- Supplies - managing relationships & suppliers for kitchen, tea, coffee, equipment etc...
- Office environment - daily office access inc open up daily, check rooms are tidy, plants are alive, recycling, kitchen tidy, fridge filled, desks in working order, toilet clean. Manage cleaner & office waste inc recycling supplier & food waste

Light:

- Building management & maintenance inc fire testing, security, office upkeep, office paperwork
- Support our B Corp commitments through appropriate admin practices & purchases

HR Admin: coordinating

Mid weight / weekly, monthly

- Team holidays, sick leave, personal hrs – tracking & booking & reporting using Timetastic
- Team check-ins – wfh monitoring, out of office monitoring
- Individual Team matters inc risk assessments
- New team onboarding & health & safety inc work experience interns & new starters

Light:

- Health & safety – responsible for briefing & training, compliance, HR documentation
- Policy updates & process inc recording policy acceptances & responding to team Q&As
- Team data & company records – current

Finance Admin: coordinating

Mid weight / monthly

- Expenses – process some expenses & credit card reconciliation
- Purchases – some POs, adhoc client requests
- Manage subsistence budget – inc breakfasts & lunches, etc
- Managed office supplies – manage the spend

Light:

- Insurances – business, building, individuals. Annual renewal & paperwork

Wider Team Support:

Mid weight / weekly

- Team travel
- Supplier management
- Basic PA support to MD & Board Directors – travel, document prep, adhoc requests
- Coordinate budget & logistics for Monday Team Breakfast & Wednesday Team Lunch inc order, set out, clean up
- Support team members with ad hoc admin requests

Tech Support:

- Assisting staff with common issues involving email, office software, hardware devices
- Logging more complex problems with our IT supplier
- Managing & coordinating maintenance & service of IT office infrastructure
- Ordering & tracking IT equipment and supplies – updating tech asset register
- Ownership of office tech inc meeting system

Light:

- Organise agency events inc client dinner
- Team socials & events & celebrations inc team birthdays / milestones

Data Management:

- Serve as primary administrator for HubSpot CRM – forwarding enquiries to team members
- Perform accurate data entry – all information correctly up to date & formatted
- Conduct data imports and exports as needed

- Assign contacts to appropriate owners to ensure accountability
- Maintain CRM data integrity by regularly reviewing and cleaning up records
- Manage & optimise the data coming in – adding LinkedIn profiles & seeking missing data points and ensure correct segmentation
- Regularly check in with teams on client list & add in missing clients and ensure that clients who have left have their details updated
- Regular check in on all lists to ensure that the right data is in the right list
- Coordinate with colleagues and be a key part of the HubSpot team