

**Full Job Description:**

**JOB TITLE:** Agency Operations Executive

**AREA:** Agency Operations

**RELATIONSHIPS:**  **Internal:**

- Reporting to Managing Director – senior level
- Reporting to Finance Manager – day to day
- Working with wider agency team

**External:**

- Suppliers / Partners / Prospects / Clients

**JOB PURPOSE:**

- Keep day to day agency operations running smoothly & safely by coordinating & carrying out duties that support the team
- Support financial tasks inc posting expenses, raising POs
- Welcome clients & work with suppliers & partners – phone & f2f
- 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 the detail - 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
- 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 & flagging & 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 & completing regular finance tasks**

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

### **What we offer:**

AMBITIOUS offers a wide range of employee benefits, perks & rewards including:

- Fully funded private medical insurance (BUPA), income protection insurance & life cover
- 21 x paid 'personal' hours per annum for when you need extra time for personal stuff
- 6 x paid early finishes per annum
- £150 for a non-work activity or hobby
- Healthcare cashback for physio, dental, optical, legal and GP appointments
- Work time allocated to pro bono projects and good causes chosen by the team
- Enhanced sickness and parental policies
- Investment in skills training and personal development – at all levels
- Weekly breakfasts and lunches on the house
- Regular team treats and socials
- Generous holiday allowance – holidays increase by one day per year worked
- Extra gifted holiday between Christmas and New Year
- An extra day of gifted holiday for your birthday
- Paid sabbatical – one week – after five years of service
- Referral bonuses for new business and new employees

We consult with our team regularly through our AMBITIOUS Employee Forum & The Alliance People Pulse platform to ensure our benefits are attractive, valued & relevant. Our salary bands and benefits are regularly benchmarked by a third party.

We ensure that every member of the team gets the opportunity to be heard & to be involved in the business: that's a core part of our culture.