

OFFICE MANAGER.



We are looking for an experienced full time Office Manager to join our fast paced event and communications agency. Whilst this is an office manager position, you will also have front of house and receptionist responsibilities as part of the role.

This role will suit someone with experience of running/managing an office who is process and procedure driven and has excellent communication and organisational skills. You will possess strong trouble shooting skills and be a natural finisher/completer whilst being commercially savvy and have a good overall business awareness.

This role would suit someone who loves a challenge, is self-motivated, capable of prioritising and juggling many tasks, whilst being able to maintain a calm and professional attitude and be committed to providing a quality service. You must be comfortable working on your own and using your own initiative, as well as managing and inspiring excellence in others.

You must have a positive disposition, strong social skills and be able to fit in quickly and easily to a small team.

Your main day to day responsibilities will include:

- **Front of house** – to be the face and first point of contact for Top Banana, welcoming and looking after visitors for the duration of their stay. Dealing with incoming and outgoing post and deliveries.
- **Meeting room bookings** – managing the internal meeting room bookings ensuring the rooms are kept clean and tidy and have all requirements for the meeting
- **Phones** – answer the main Top Banana phone line in an appropriate manner, relaying calls and messages to the relevant person
- **Legal and contractual compliance** – ensuring all client contracts are accepted, adhered to and are current
- **Managing our existing QMS certification** - ISO 9001. Ensuring all processes and procedures are up to date, conducting internal audits and maintaining compliance across the company. Training existing employees and new joiners to the business
- **IT** – managing the external IT suppliers and helpdesk incidents, ensuring our IT system is robust with secure back up and maintenance procedures in place, management of Exchange 365 licenses
- **Project managing the implementation of Cyber Essentials** - setting up a team to deliver accreditation to the certification and managing the subsequent adherence to the standard in order to retain accreditation.
- **Asset Management** - Managing an asset register for all company property, purchasing, maintaining and selling assets where appropriate
- **Company Intranet** – ensuring the company intranet is up to date
- **GDPR** – overseeing and responsibility for UK GDPR requirements within the business, including compliance, internal audits and training staff
- **Health and Safety Management** - at general office and facilities level ensuring legal compliance, training of current and new staff, communicating any changes to staff, weekly and monthly office checks
- **Supplier Management** - ensuring contracts, confidentiality agreements and all documentation is up to date and correct
- **Management of office facilities** – co-ordinating and challenging all office contracts and looking for cost savings where possible. Management of building and grounds maintenance, liaising with the building owner where necessary, working with contractors and ensuring the premises and facilities are kept tidy and in good condition
- **Company insurance** – understanding and ensuring the appropriate cover is maintained
- **Studio management** – overseeing any studio bookings and booking process to ensure smooth management
- **Company policies** - creating a full company policy directory and the maintenance thereof
- **Induction Programme** – supporting the HR department by scheduling and managing the induction programmes for new staff.

TOP BANANA.



Essential Skills & Requirements

- Previous experience of running/managing an office
- Experience of implementing IT compliance such as Cyber Essentials
- Strong project management skills with a track record in having managed previous projects
- Experience of working with ISO 9001
- Process/procedure oriented, a natural finisher/completer
- Being accurate and paying attention to detail, even when under pressure
- You must be comfortable working as part of a team, but be equally capable of working on your own and using your own initiative
- Excellent decision making skills
- Excellent communication skills
- Positive disposition and strong social skills
- Ability to multi-task and manage multiple projects at the same time
- Excellent MS Office skills with good working knowledge of Outlook Word, Excel and Power Point

Please only apply for this role if you feel you meet all the criteria detailed above. We work in a rural location so a Full UK Driving Licence and car is essential - you will also be expected to use your car in order to run errands as required.

TOP BANANA.