

Job title: Office Manager

Department: Operations

Report to: Managing Director

Salary range: Up to £28,000 DOE

Location: Head Office, Gosforth, Newcastle upon Tyne. UK (Please note: As of November 2018, we will be relocating to our own purpose-built office on Northumberland Business Park, Cramlington)

Working hours and contract: Full time and permanent position – 9.00am – 5.30pm (37.5 hours per week)

Deadline for applications: 12pm Friday 11 January 2019

Application requirements: Covering letter explaining why you are the right fit for this role and an up to date CV.

Applications to: Applications should be addressed to Samantha Davidson, Managing Director, Horizonworks – samantha@horizonworks.co.uk If you have any questions regarding this role, please call 0345 075 5955.

Background to company

Horizon Works understands, champions and supports innovators in complex industries with B2B marketing that is clear, connected and purposeful. From our in-depth approach to understanding what our clients do, our multi-talented team of writers, designers and digital experts produce seamless marketing solutions that generate results. It's a journey we go on with our clients, to ensure their reputation and bottom line grows beyond their expectations. For further details, visit our website: <https://horizonworks.co.uk/>

Our values

Our values are core to everything we do at Horizon Works. From the way we deliver our marketing and build relationships with our clients to how we work together internally as a team. Our values are: Supportive, friendly, passionate, proactivity, driven by quality and integrity. Read more about our behaviours on our website: <https://horizonworks.co.uk/our-team/our-values/>

Our culture

At Horizon Works, we have a strong team ethic and embedded business culture. We have the perfect blend of individuals who have different backgrounds, skills and personalities and who all live and breathe our culture, values and ethos. We also all have one thing in common – a passion for delivering outstanding marketing – and this shows when we pull together to deliver client work and generate results. Our values are at the core of everything we do as a team and this is what makes it a fulfilling place to work, and why our clients love working with us. To read about life at Horizon Works visit: <https://horizonworks.co.uk/our-team/our-culture/>

Main purpose of job

This role of Office Manager is a key to the business, working alongside the Managing Director to ensure operational, business and financial performance as well as ensuring the smooth running of the office.

Horizonworks is a very fast-paced working environment, with an entrepreneurial approach to the daily management of our business. You must be able to multi-task in order to handle a multitude of short and long-term projects; with at times, competing and conflicting levels of priority.

This role will oversee all administrative duties within the company and to ensure all office systems run smoothly. You will also act as liaison amongst the various divisions within the company and act as a central resource for all matters relating to the office, operations, HR, finance and systems/processes.

You will also act as an ambassador for Horizonworks, representing the company in a range of activities and initiatives. All activities are with the key aim of maximising sales and profit to meet our agreed company objectives and on achieving our vision of being the first choice B2B marketing agency for innovative businesses from complex industries.

Core responsibilities

Office management and administration:

- Organise and co-ordinate networking and client events/meetings.
- Maintain the condition of the office, obtain authorisation and arrange for necessary repairs and liaise with contractors.
- Act as first point of contact for the office, handling correspondence, filing, diary management, booking travel, answering phones, greeting visitors and taking meeting minutes.
- Ensure insurance policies are up to date where applicable and general facilities management for the office including health and safety.
- Order stationery/printing/furniture.
- Prepare meeting agendas and send out pre-meeting documentation.
- Participate in meetings and responsible for taking notes as appropriate and be responsible for following up on meetings and actions.
- Provide general administrative and clerical tasks including contacting/preparing correspondence, submitting applications / forms to suppliers and preparing correspondence.
- Maintain strong relationships with suppliers including accountant, bank, HMRC, payroll and other key contacts of the business.

Financial:

- Manage our finance system (Xero), generate estimates and invoices, check quotations.
- Regular updates with the client delivery team to track status of projects, quotes, invoicing arrangements against project milestones.
- Manage invoicing of projects and retainers and payments into the business.
- Ensure Xero is kept up to date with pipeline, agreed and paid projects and work.
- Liaise with suppliers regarding payment of invoices and ensure all invoices are recorded in Xero.

- Liaise with our accountant and ensure monthly management reports are delivered on time.
- Liaise with external payroll provider to ensure accurate information and manage payments.
- Manage the pension scheme (NEST) and liaise with Payroll.
- Manage VAT, PAYE, Corporate Tax, annual returns, annual accounts and other activities alongside our accountants (Tait Walker).
- Organise Letters of Engagement for new clients and manage our Terms and Conditions of Service and reviewing them in line with legislation.

HR and Training

- Oversee the staff handbook, policies, procedures and formal documentation for the business ensuring its up to date and disseminated across the business.
- Coordinate any training requirements for the company.
- Organise staff reviews and ensure individual development plans are being implemented by the department heads.
- Organise employment contracts, references and induction programmes.
- Provide the MD with support on and work with external consultants on HR, recruitment and policies/procedures.

Reporting

- Prepare and coordinate weekly and monthly management reports across the company.
- Liaise with the other divisions to ensure reports are submitted on time to the management/ MD.

Continuously focus on company and personal development

- Represent the company in a range of internal and external activities including networking, events, client meetings, prospective client meetings.
- Establish and maintain a programme of personal and professional development
- Previous Office Management experience • Excellent interpersonal and professional communication skills, both verbal and written and able to communicate effectively with both internal and external personnel at all levels • Excellent administrative skills • Calm under pressure and adept at handling a multitude of tasks • Diary management

Candidate Profile:

Education and Formal Qualifications

- Qualified to **xxx** level with previous office management experience.

Candidate Profile:

- Excellent interpersonal and professional communication skills both verbal and written.
- Excellent administrative, organisational and planning skills.
- Excellent attention to detail and accuracy.
- Take ownership and accountability for work.
- Ability to demonstrate initiative, suggest improvements to current systems as well as establishing new processes.

- Hard working and tenacious.
- Passion for business and performance.

Key Attributes

- Self-driven, results orientated and a clear focus on high standards and business performance.
- Calm under pressure and adept at handling a multitude of tasks.
- Responsible, accountable and determined to succeed.

General

The content of this job description is not exhaustive and there will be an expectation of flexibility in undertaking responsibilities in keeping with the needs of the business and in accordance with the overall business strategy.

Why work for Horizonworks?

- We are an ambitious bunch with exciting growth plans.
- Opportunity to progress your skills through training and development.
- Career progression opportunities – as we are a full-service marketing company, there's plenty of opportunities across the different teams.
- Time off to learn and develop your skills.
- We encourage staff to attend business events and networking – we are members of a number of key industry networks.
- Flexible and accommodating to your personal circumstances – we understand you have a life outside of work.
- Flexible working shifts are available for example 8am or 9am start.
- You get your birthday off work and we celebrate your Birthday – with lots of cake!
- You get an additional days' holiday for every 2 years in service.
- You can join our pension scheme.
- Free car parking on-site.
- We finish early on a Friday!
- Team building events and yearly strategy days – so that we are all aligned to the future direction of the business.
- We are a fun and friendly team and our social committee organise monthly events.

Find out more about our working culture by visiting our dedicated page on our website:

<https://horizonworks.co.uk/our-team/our-culture/>