

Operations & Office Manager

London

We are looking for a dynamic Operations and Office Manager, who has experience of working in a professional services environment and exposure to commercial contracts.

This is a full-time, multi-disciplinary role which will report into our Finance and Operations Director, and work in close collaboration with several key areas within the business such as commercial, finance, IT and people. The role will also offer remote support to our US teams.

Our people underpin everything that we do, and we believe that the strongest performing teams are inclusive of individuals who come from different backgrounds and with different experiences.

The sort of things *you'll* be doing

Operations (75%)

- Support the drafting, reviewing, and negotiating of our services and consultancy agreements with lawyer supervision for more complex requirements.
- Provide bid, proposal, and procurement support to our Commercial and Finance teams.
- Manage client contract workflow from the time it is created to the time it is completed and filed.
- Ensure all operations comply with legal and company regulations. Developing and implementing health & safety, best practices, policies, and procedures.
- With external broker support, ensure the company maintains effective coverage under our professional insurance policies both in the UK and US.
- Act as our Data Protection Officer maintaining and renewing our Information Commissioner's Office (ICO) registration.
- Seek to streamline and optimize operational procedures to improve efficiency and reduce costs by implementing automation technologies and AI-driven solutions.

Office (25%)

- Oversee day-to-day office life, fostering a positive and comfortable work environment that promotes teamwork and creativity.
- Optimize office usage and our hybrid working model, monitoring, and anticipating space and desk requirements.
- Liaise with The Office Group (our landlords) negotiating renewals, reconciling invoices, requesting access passes, and raising any office and building issues.
- Booking meeting rooms, maintaining general office upkeep, office supplies, fruit, and snacks, printing needs, and mail distribution.
- Executive Assistant (including travel and diary management) and company secretarial support (board minutes and filings) to our joint CEOs.
- Remote administrative support to our New York and Chicago serviced offices ensuring smooth and efficient workflow and collaboration between London and the US.

Why we should hire you.

- Significant experience in a similar role, within a professional services company, c.50 – 60 people.
- Exposure to, and basic understanding of, commercial services and consultancy agreements.
- Ability to work strategically whilst balancing the need for a “sleeves rolled up” approach required in a company of our size.
- Excellent people skills, with the ability to communicate effectively at all levels with the confidence to influence upwards.
- Amazing organisational and administration skills, excellent numeracy and computer skills, accuracy, and attention to detail.
- Excellent written and verbal communication skills, and proficiency in English.
- Experience of Teams, and SharePoint is a must, and Adobe Sign & Salesforce an advantage.
- Ability to multitask, prioritize tasks effectively, and remain calm under pressure.
- Talent for absorbing new skill sets and areas of expertise quickly and comfortably and the flexibility to deal with a diverse range of tasks.

What you'll get in return

- Competitive salary commensurate with experience
- Performance-related bonus
- Workplace pension with 3% company contribution
- 2 x base salary life insurance
- Vitality healthcare insurance
- 28 days' holiday plus public holidays.
- Ability to swap existing public holidays for celebrations or holidays of other religions
- Continuous professional development linked to company objectives and personal goals
- Flexible work patterns and hybrid working
- Ability to work from anywhere in the world – 2 weeks per annum
- Family friendly and compassionate leave policies
- Great design-led (and dog-friendly) office space in the heart of Shoreditch
- Free membership to on-site gym through Manor London
- Season ticket loans, cycle to work and personal tech schemes
- Wellbeing support programme
- End of quarter company celebrations and frequent team outings

