



## JOB DESCRIPTION

# Office Manager/Receptionist

**Reports to:** Global Chief Operating Officer

**Team:** Central Team

**Location:** London office based role 3 month FTC

## We are Circus Street.

**Circus Street is the only specialist provider of online training in digital skills, specifically designed for global enterprises.**

We know that digital skills are crucial in modernising enterprises, and we partner with clients to deliver learning linked to specific business goals: working together, this focused approach drives impressive business results.

Our exceptionally engaging training covers topics from eCommerce and data analytics to digital marketing to help teams understand how technology is changing the relationship between businesses and their customers. Alongside this, we have an award winning culture offering a range of personal benefits from creative leave days to our exceptional personalised wellness offering - but don't take our word for it! We work with more than 200 'Fortune 500' brands around the world, to populations ranging from 1,000-100,000+ users.

## Job Purpose

This role is responsible for the overall exceptional running of the London office for Circus Street, and that we keep our environment reflective of how we work. This critical role is London office based and also provides Personal Assistant support to two senior leaders.

## Key Responsibilities

### Office Management duties:

- Acting as the first point of contact and providing reception duties in the London office including welcoming guests, office tours for new starters and generally fostering an environment of warmth within the Circus Street office

- Ensure the office facilities in New York are suitable for the Circus Street teams and suggest recommendations where appropriate
- Provide first class customer service support to our clients visiting the office
- Liaising with the on-site Facilities and IT teams to ensure the smooth running of technical and office based equipment
- Ordering new starter equipment as part of the onboarding process
- Responsibility for ordering all office supplies including stationary, crockery (CS mugs!), drinks and snacks replenishment, and refreshments for our fabulous teams
- Using excellent communication skills in order to support teams with desk bookings, further embedding the hybrid ways of working and ensuring all written documentation supporting these are accurate and up to date
- Working collaboratively with other key stakeholders in the central team to organise events in the office when required
- Liaising with the team in New York to ensure their office provision is running smoothly and taking action if improvements are to be made
- Managing any Health and Safety requirements

**Personal Assistant support required for two Leadership team members including:**

- Pro-active diary management for two senior leaders juggling multiple priorities, different teams and external clients
- Administrative support from letter writing to setting up zoom or face to face meetings
- Following up and note taking for a variety of different meetings
- Organise travel arrangements and itinerary when required
- Ad hoc support when required

**Prioritising work streams to ensure Circus Street meets its overall business objectives.**

## **Education, Experience and Skills required**

- Experience of working in a high growth, supportive environment where people come first
- Highly attuned interpersonal and emotional intelligence skills - our culture is all about how we get the best from our people
- Exceptional organisational skills juggling multiple requests
- A very hands on approach to problem solving within an office environment
- Ability to work at pace with attention to detail
- Project management experience in organising and executing events
- IT proficiency with MS Office applications or similar

## Sounds great doesn't it? And in return we offer...

- Private Healthcare for everyone upon joining us
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing
- 6 Personal Development Days per year
- 6 Volunteering Days per year
- Competitive salary
- Working from home (subject to internal guidelines)
- 25 days annual leave per year with an additional duvet day
- 4pm Friday finish
- Company Pension Scheme
- Variety of clubs and activities (incl Run Club, Herb Growing, Candle Making to name a few)
- Life Celebrations: Birthdays, Weddings, Baby Showers - we love to celebrate them!
- Cycle to Work Scheme. Up to the value of £1,000 (available upon successful completion of probation period)
- Diversity and Inclusion Committee: you can choose to attend events and learn about a range of topics from Faith, Gender Equality, Racial Equity, LGBTQIA+ and neurodiversity.
- Access to 'Headspace' the meditation app and 'House of Wellbeing' MindTalks to keep you psychologically fit.
- Weekly CBT Sessions with our in-house Therapist.
- Access to our in-house Registered Nutritional Therapist.
- CS Benefit Hub. A place for you to access a huge variety of retail and leisure discounts and access cashback deals from tech giants and wellbeing providers.
- Eyecare and ergonomic check ins.

We're also proud to be recognised in 2021 as one of London's Top 50 Mid Sized Companies to work for. Get in touch to find out more.

