

Office Manager - Havant

Who are Cybrid Solutions?

Cybrid Solutions is an award-winning technology solutions partner specialising in providing innovative technology solutions and IT support for businesses both nationally and internationally. We offer IT Support, Backup and Recovery, Cyber Security, IT Infrastructure and Intelligent Surveillance services to clients across a range of sectors. Our core small, skilled team based in Havant invest in building collaborative and fluid customer relationships that grow to help meet new challenges with confidence, speed, and agility.

Standard working hours will be 09:00 to 17:00 from Monday to Friday, with occasional attendance at evening networking and events. The Cybrid team operate from an open-plan office space within a centrally located Technology Park in Havant, that offers free car parking and good transport connections.

We are now seeking an Office Manager to complete and maintain the operational functionality of the Cybrid offices, working closely with our leadership.

Overview of the role

The Office Manager will be a vital member of our team, ensuring the effective running of our business operations. Working closely with Cybrid leadership to deliver their needs for the business, the role will be busy and challenging. No day is likely to be the same from managing the individual and team calendars and travel, to working on sales proposal documents, setting up effective systems and processes, representing Cybrid at networking events; it will certainly be varied. It will offer the right candidate growth to grow on their experience in administration and operations, having previously worked within corporate organisations.

Day-to-day roles and responsibilities

- Manage administrative aspects of running the Cybrid office.
- Support with all client, customer and external visitor facing communications; face to face, inbound calls, email correspondence, and paper correspondence.
- Support organisation of Cybrid leadership's day to day travel, accommodation, scheduling, meetings, hospitality and other activities for clients.
- Assist with setting and managing the operational budget.
- Manage the office facilities with the business centre team, including building access, security, maintenance, resources, and utilities, this will also include Cybrid office H&S policies.
- Develop supplier relationships and assist with contract negotiations.
- Organisation of company events, including exhibitions, networking and celebrations.
- Compilation and distribution of meeting minutes as and where required.
- Liaise, sometimes on a daily basis, with Cybrid leadership on all projects and processes.

- Checking in on projects teams, sometimes daily, to understand delivery position and any issues to customer service.
- Financial management including raising and chasing invoices, and handling Leadership and team expenses.
- Produce weekly management reporting pack by collating project reports, financial spreadsheets and individual feedback to provide an accurate picture of the business deliverables.
- Managing HR procedures within the Cybrid core team, e.g. holidays, sickness and performance management issues.
- Project Management of ad hoc projects.
- Be the main point of contact between leadership and all Cybrid team members, escalating issues as and when needed.

Experience, skill set, and person specifications required

Essential

- Educated to A-level (or equivalent) or above.
- At least five year's relevant corporate work experience.
- Highly computer literate and proficient in the Office 365 suite.
- Extremely good communication skills, both written and oral, to step into any situation handling it highly professionally to demonstrate the values and ethos of Cybrid
- A good understanding of operational business management to oversee the strategic areas of marketing, sales, finance and talent, under their operational management.
- An exceptionally organised self-starter with a solutions-driven attitude who can work flexibly and use their own initiative to ensure delivery on outcomes.
- The ability to multitask, handling projects and individuals with equal ease and professionalism.
- A can-do and common-sense approach to handling difficult situations
- Self-assured to have the confidence to manage staffing and client issues to the best outcome for all.
- A people person who can remain calm under pressure to provide solutions in real-time.
- An out-of-box thinker who won't settle for the initial solution or idea but will always seek the best option available.
- Full Driving License

Desirable

- Line management or basic HR experience.
- Ability to manage finances and budgets.
- A working knowledge of Xero.
- An understanding of, or a willingness to learn the best utilisation of the IT solutions for clients.