



Widgit

Office-Based Office Manager – Candidate Information Pack

Version 1.0 | October 2025



Welcome From Our CEO



A very warm welcome to Widgit! I'm delighted you've considered joining our team, and hope you'll enjoy learning more about this exciting role, our organisation, and our hopes and dreams for the future.

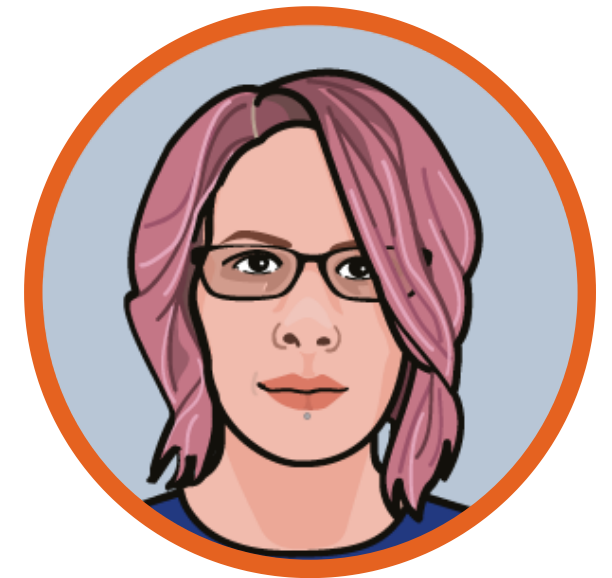
Widgit Symbols were created with one goal in mind: to help people of all ages and abilities understand and feel understood. We stand by this belief today and are committed to doing business for good. As a company from humble beginnings and having just become a Certified B Corporation, we want to grow in a way that aligns with our passion for people and the planet.

As we continue on our growth trajectory following the pandemic, we proudly maintain our reputation as pioneering providers of symbol language and symbol technologies. From our desktop InPrint software to Widgit Online, our transition from traditional to Software as a Service (SaaS) signals a pivotal moment for the business. As such, we're looking for skilled individuals to support us on this journey. For this role, we're looking for someone highly organised, proactive, and hands-on. You'll take ownership of the day-to-day running of Widgit HQ, ensuring our spaces reflect our values, support our team, and run smoothly, safely, and sustainably.

From our audience to our staff through to our board, inclusivity is at the heart of Widgit and what we offer. We celebrate what makes our colleagues and customers unique, while fostering an environment of compassion and kindness. With this in mind, we are keen to hear from individuals of all backgrounds when it comes to growing our team.

Thank you for expressing an interest in working for Widgit, and I wish you all the best with your application.

Kind regards,
Cate Rae, CEO



Cate Rae
CEO

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About Us

What we do, our mission and values



Today, Widgit's symbols and software titles are used to support people around the world and help them realise their full potential, no matter what their age, ability or background.





Who We Help



Symbol support is a helpful bridge from the known (pictures/objects) to the unknown (printed word). People who use and are supported by symbols include:

- Children and adults with a learning impairment or communication challenge (for example, autism, Down's Syndrome, dyslexia or dementia);
- Children beginning to read or who struggle with text;
- People for whom English is an additional language;
- Individuals with speech and language difficulties;
- People in emergency situations or those who are critically ill;
- Disadvantaged people (for example, those who have fallen out of the education system before achieving functional literacy levels);
- Visitors from a foreign country or those learning a foreign language.

A young boy with dark hair, wearing a black headset with large blue ear cups, is smiling and looking down at a project on a table. He is wearing a dark blue polo shirt. The background is a bright, out-of-focus indoor space with large windows and greenery.

Where We Are Now



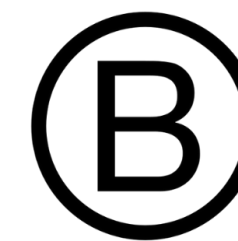
With over 50 employees, Widgit is in a scale-up phase, undertaking projects such as integrating a new CRM system and developing an amazing Employee Value Proposition, underpinned by culture. The business has experienced continuous growth (both UK and internationally) in previous years and is experiencing the related organisational/leadership and cultural opportunities and challenges.

You will have the opportunity to contribute to Widgit's transition towards realising that goal, fostering a culture that prioritises social and environmental responsibility alongside financial performance.

If you are passionate about technology for good, and being part of a business that prioritises an inclusive and supported workforce, we invite you to join our team and make a positive difference to the lives of people around the world.

Proud To Be a B Corp

Certified



Corporation

At Widgeit, we care about making a positive impact – both with people and the planet in mind. From monitoring our carbon footprint to giving back to the community, we're proud to have achieved certified B Corp status.

Becoming a B Corp means we meet high standards of social and environmental performance, accountability, and transparency. It reflects our deep-rooted commitment to using our business as a force for good – not just in what we create, but in how we create it, who we work with, and the legacy we leave behind.

This is more than a badge of honour. It's a promise to keep pushing for better – for our team, our customers, and the world around us.

More about B Corp



Our Vision



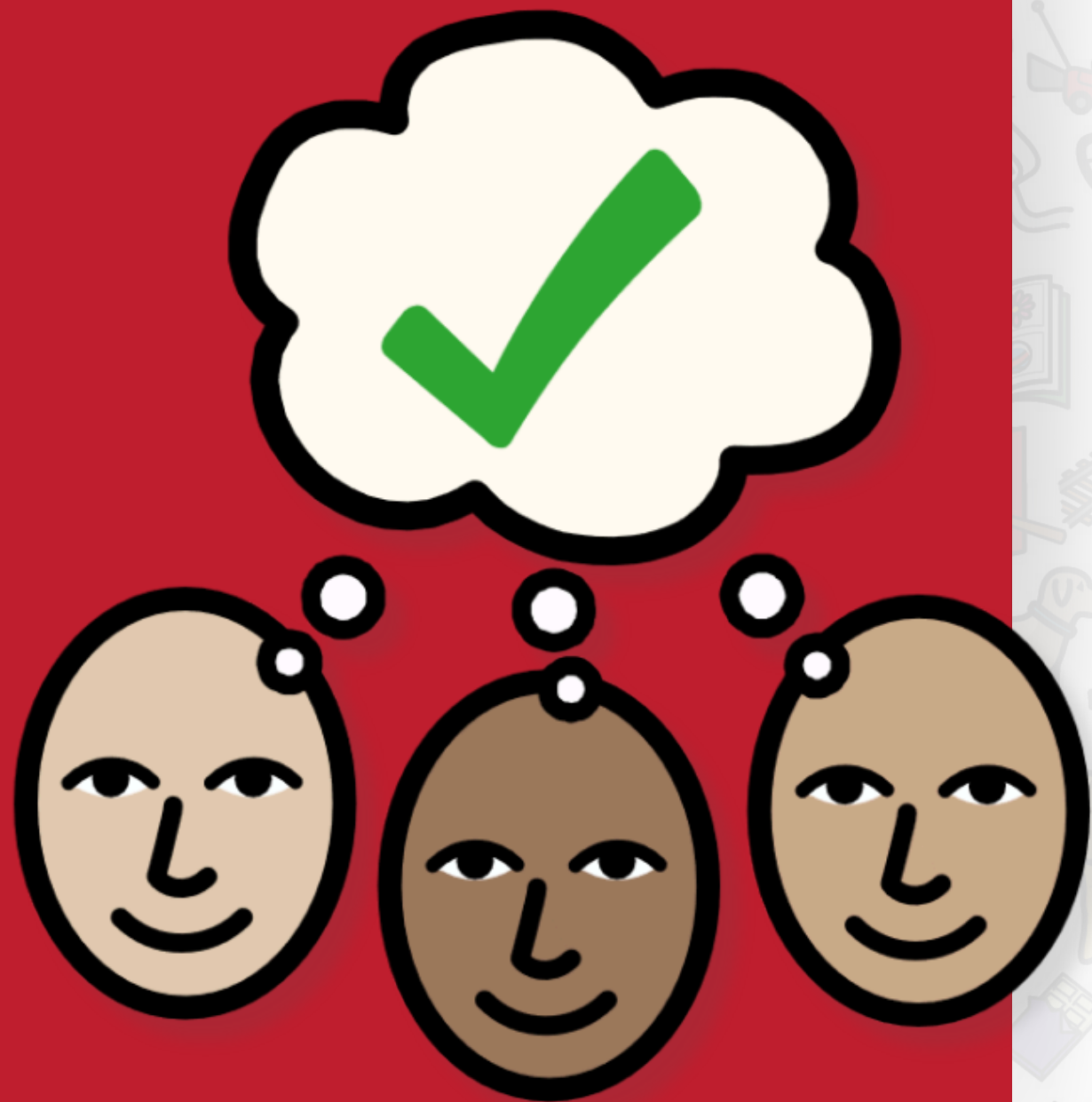
That everybody, no matter what their age and abilities, can communicate and understand.

The ability to communicate and understand is a huge part of being human.

Most people take these abilities for granted: it's a privilege that seamlessly integrates them into society.

For those who can't, it's a daunting and isolating experience, creating barriers leading to fear, frustration and unhappiness.

Our Mission



We are Widgit and symbols are our world.

We believe in the power of symbols to support communication and understanding.

Our unique combination of software and symbols empowers practitioners to support the diverse needs of symbol users of all ages.

From our inspirational community to this planet we call home, we care deeply about people, the environment and our place within it.

When it comes to unlocking potential, we believe symbols have a positive impact and help to ensure no one feels left behind.

Our Ethos

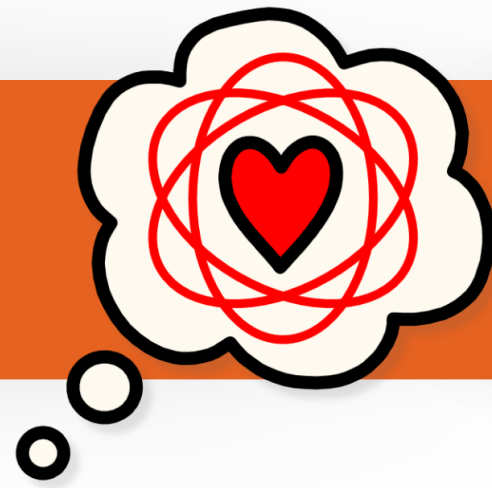


To be a progressive business that promotes inclusivity and staff wellbeing, environmental sustainability, and community support, showcasing the positive impact a business can have on the world.

Business can – and should – be a force for good in the world.

Being a business for good is not at odds with being successful.
It's a core part.

Our Values

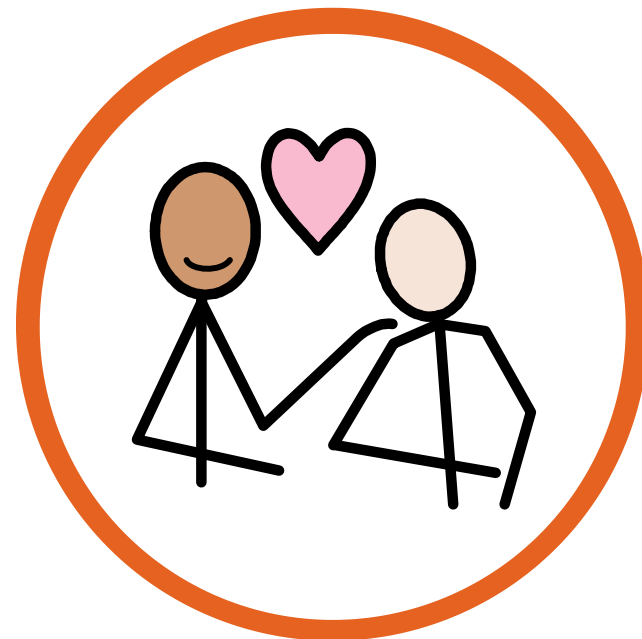


Our values of **integrity**, **kindness** and **quality** are key to our identity at Wigit and express succinctly *how* we go about doing what we do.



Integrity

Keeping our promises and communicating openly and honestly.



Kindness

Drives us to treat our customers, staff, and partners with compassion, positivity, and support.



Quality

Is the thread that runs through everything we do, from the care in crafting our symbols to the excellence in our software products and resources.

Our Commitment to Equality, Diversity and Inclusion



Diversity, equity, and inclusion are fundamental to who we are at Widgit. We're proud to foster a culture that embraces all walks of life, inclusive of the LGBTQIA+ community – with staff joining us from university through to retirement age.

From embracing disability and neurodiversity to championing female voices within our leadership team, we're mindful of diversity when seeking new talent – ensuring everyone feels empowered to reach their full potential.



Our Commitment to Equality, Diversity and Inclusion



We are committed to increasing diversity and inclusion within our team. We therefore welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background or other difference.

We are committed to inclusive working practices, and during the application process we commit to:

- Paying for care and childcare whilst you're attending an interview
- Paying for your travel costs to the office and back for interviews if they are held in person
- Making any reasonable adjustments – for example ensuring we have sign language interpreters organised in advance if you'd like them
- Providing this document in a Word or plain text format for accessibility reasons
- Offering a first-stage interview to disabled applicants who meet the minimum criteria for the role

If there is anything we can do to improve or make your interview experience more comfortable, please let us know. We will always do our utmost to accommodate any reasonable adjustments / requirements.



About You

About the role, responsibilities and experience



Job Purpose



To ensure the smooth, efficient, and professional running of Widgit HQ, this role is responsible for creating a welcoming, well-organised, and high-performing workplace environment that reflects Widgit's culture and values. With a strong focus on operational, technical, and environmental excellence, while always considering sustainability and collaboration, the Office Manager plays a key role in supporting staff, enhancing company culture, and ensuring Widgit's spaces run seamlessly.

The Office Manager is both practical and hands-on, taking ownership of the day-to-day running of the office and proactively resolving challenges as they arise. They bring a strong technical awareness, ensuring systems, equipment, and facilities operate reliably, while also seeking opportunities to improve processes for greater efficiency. Acting as a hub of communication and coordination, the Office Manager helps embed Widgit's values into everyday operations, shaping a workplace that balances professionalism with warmth, structure with flexibility, and performance with wellbeing, where everyone feels supported.



Main Duties



Office Manager (reporting to the CEO)

Widgit HQ office environment

- Ensures the smooth and efficient running of Widgit HQ, maintaining a professional, welcoming, and well-organised environment that reflects Widgit's values.
- Oversees all office facilities, equipment, and furniture, coordinating maintenance, repairs, and improvements as needed.
- Supervises the Facilities Assistant, including scheduling, monitoring quality, and supporting staff wellbeing and integration.
- Maintains organised storage areas and IT equipment rooms to ensure accessibility and efficiency.
- Proactively liaises with staff to identify and resolve office-related issues, ensuring clear, helpful communication.
- Develops and maintains the office handbook, including emergency contacts, Facilities Assistant responsibilities, and office improvement records.



Main Duties

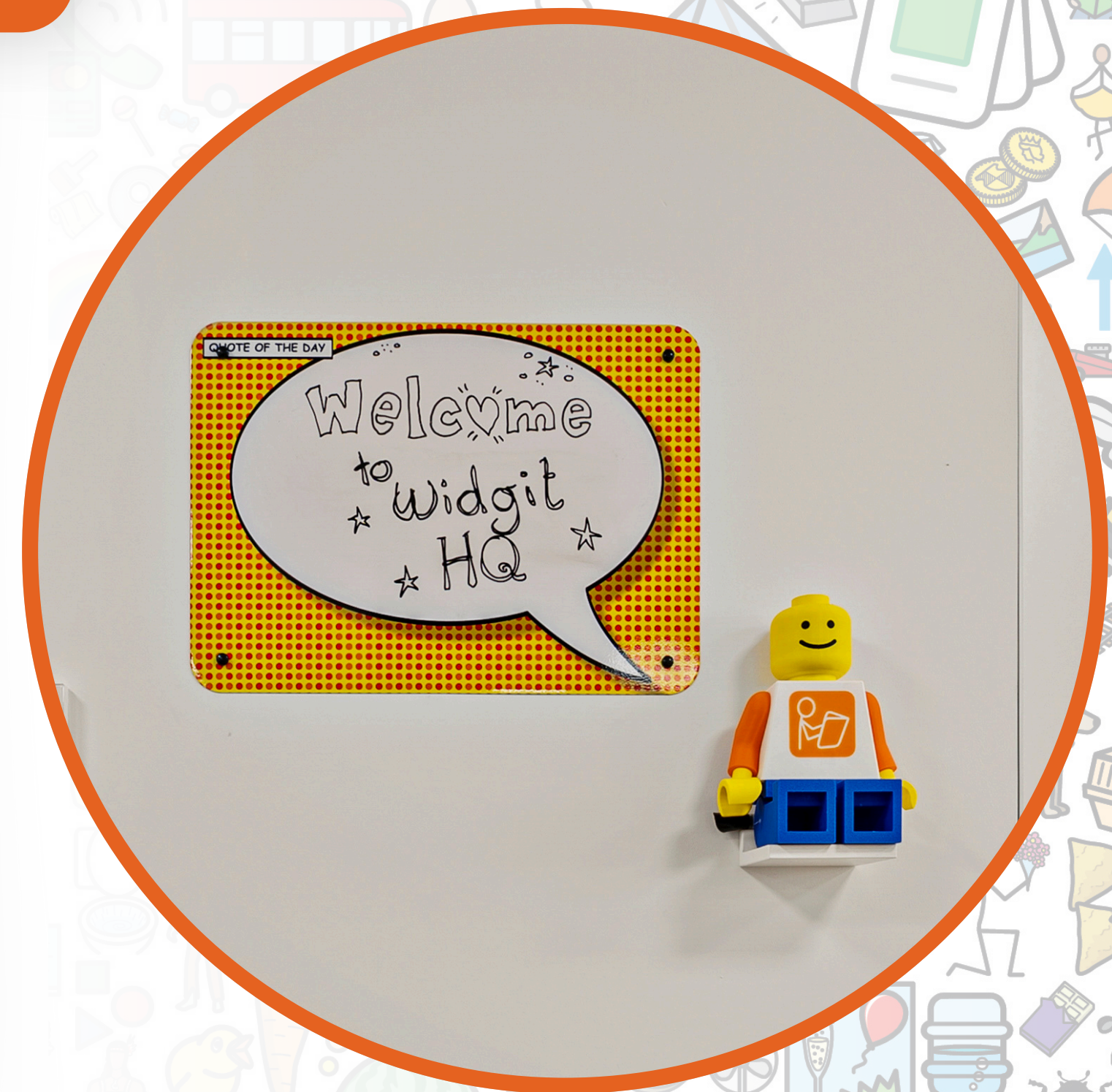


Landlord & contractors

- Takes full responsibility for the management and maintenance of the office, including communicating and working alongside the landlord, and managing contractors and suppliers.
- Maintains a positive working relationship with the landlord, their staff, and tradespeople to support:
 - Managing the car park and shared spaces, along with joint health and safety responsibilities.
 - Regularly and pragmatically requesting utility data from the landlord to update our energy and environmental reports.
- Raises issues or improvement needs as they arise, and manages them through to resolution in a timely manner, ensuring minimal disruption.

Environmental & social responsibility

- Supports environmentally responsible procurement, ensuring sustainable and eco-friendly products are purchased where available.
- Sources suppliers that align with Widgit's ethical purchasing guidelines, ensuring they operate in a responsible and fair manner.
- Actively participates in working groups related to B Corp and other relevant accreditations, contributing to ongoing improvement efforts, and ongoing resubmissions.



Main Duties



- Regularly updates and maintains accurate source data required for B Corp recertification and other accreditations, including carbon and environmental impact, waste management, and charity and volunteering activities.
- Manages the procurement and tracking of tree purchases for new starters, supporting Widgit's pledge to plant 40 trees per staff member.

IT facilities support

- Ensures office IT desk equipment is set up, including monitors, docks, and workstations, with good cable management.
- Checks meeting room technology is properly configured, functional, and regularly tested.
- Assists with immediate IT issues that don't require advanced technical intervention and supports in escalating.
- Tests and labels all spare equipment, ensuring remote access machines are available.
- Tracks and maintains inventory of peripherals (mice, webcams, monitors), sourcing and purchasing new equipment when required.
- Responsibly disposes of old or damaged equipment in accordance with company policies and environmental regulations. Ensures disposal of documentation in line with best practice.



Main Duties



Office supplies

- Manages the stock and ordering of office stationery, equipment, and supplies, ensuring appropriate levels are always maintained through a preferred suppliers list.
- Ensures supplies are clearly organised and easily accessible for staff, supporting efficient day-to-day operations.
- Oversees the upkeep and functionality of office equipment, ensuring timely maintenance and resolution of any issues.
- Supports staff home working environment needs, including arranging risk assessments.

Compliance and Health & Safety

- Sources and maintains appropriate business insurance that reflects the organisation's activities and scale, ensuring continuous and adequate cover.
- Monitors and manages insurance renewals to ensure timely updates and uninterrupted coverage.
- Ensures Widgit maintains up-to-date and appropriate provisions for first aid, mental health support, and fire safety, including relevant staff training.
- Procures and manages first aid and health & safety supplies, ensuring items are in date, in good working order, and stored appropriately.



Main Duties



- Oversees compliance-related maintenance and documentation, such as PAT testing and adherence to fire safety regulations.
- Ensures exceptionally high hygiene standards are upheld across the office, with a particular focus on high-risk areas such as kitchens and bathrooms.
- Arranges the delivery of necessary risk assessments.

General Administration

Undertakes general administrative tasks across Widgit, such as:

- Supporting the upkeep of relevant business policies.
- Greeting visitors and organising refreshments.
- Processing deliveries / collections as required.
- Diary management and meeting room bookings as required.
- Collaboration across the business to maintain a Widgit activities calendar in partnership with the Events Manager.
- Handling petty cash responsibly, maintaining accurate records in line with company procedures.



Main Duties

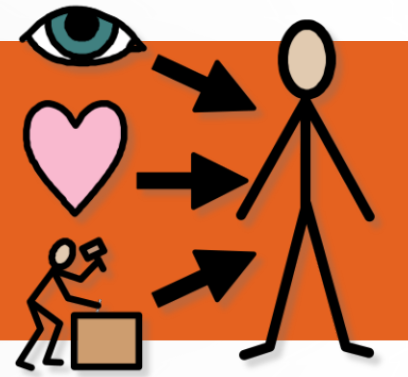


People & Culture Support (reporting to the Head of People & Culture)

- Delivers office-based onboarding for new starters, including access setup, tours, housekeeping guidance, and distribution of welcome packs and merchandise.
- Supports the Head of People and Culture with recruitment, onboarding, development cycles, pay-review cycles, staff engagement initiatives and related documentation.
- Coordinates internal and external training, workshops, and company-wide meetings or events.
- Maintains and updates staff records, policies, and procedures, including right-to-work checks, references, and DBS documentation.
- Organises volunteering activities and contributes to the Charity Committee, managing budgets, logistics, and accurate record-keeping.
- Participates in the Culture Club, supporting staff engagement and event logistics.
- Working closely with the Events Manager to assist in planning and delivering company, hosted and visitor events, ensuring smooth logistics, clear communication, and well-prepared spaces.



Person Specification and Desired Experience



- Excellent written and verbal communication skills, with a high standard of written English.
- Strong organisational and time management abilities, with a methodical, detail-oriented approach.
- Proactive problem-solver who uses initiative, makes sound decisions, and takes ownership of outcomes.
- Collaborative team player with a positive, hands-on attitude and strong relationship-building skills.
- Confident using office software and hardware, with basic technical, troubleshooting, and equipment setup skills.
- Experienced in maintaining asset registers and tracking equipment locations.
- Professional, discreet, and trustworthy, with strong resilience and negotiation skills for managing contractors and suppliers.
- Awareness of space design and presentation to maintain an appealing, efficient workplace.
- Full UK driving licence.

Benefits



At Widgit, we believe in fostering a work environment that supports and empowers our staff. Our benefits package is designed to promote wellbeing, professional development, and a healthy work-life balance. From competitive salaries and healthcare options to unique perks and development opportunities, discover just some of what's on offer...



Basic salary

- To be discussed



Financial

- Company bonus scheme
- Cost of living boosted / benchmarked pay
- Independent financial advisor provision
- Group life assurance (4x salary on death)
- Enhanced Maternity / Paternity Pay



Time off

- 25 days' holiday plus bank holidays (33 in total)
- Option to buy / sell up to 5 days of holiday
- Free day off for moving home



Health

- Bupa Bluea Health Service (GP) on 'Medical History Disregarded' basis / Bupa Dental
- Access to Mental Health First Aiders & emergency First Aiders
- Free eye tests
- £175 towards VDU (workstation) glasses
- Free flu vaccination vouchers



Working environment and culture

- Flexible working
- Home office set-up, including chairs, monitors, etc.
- Company socials and events organised by our Culture Club



Development

- Job-related training and development

Location

Widgit's offices are based in Warwick. Most of our staff are hybrid workers, so as such, many of the desks are hot desks. With our team having grown significantly in recent years, we are also excited to expand Widgit HQ further to a second floor, with an innovative new workspace.

In today's modern world, we recognise that individual needs and circumstances vary, and we strive to create a supportive environment where everyone may achieve their full potential. By embracing a flexible approach to working hours and leave, we empower staff members to balance their work and personal commitments effectively.



See our office



Widgit® Culture Club

From mindfulness days to bake sales and beyond (and not forgetting our summer and winter parties), the Widgit Culture Club helps to ensure all staff members have the opportunity to socialise with their fellow Widgiteers – both inside and outside the office.



Charities



We're proud to give back to the communities that shape who we are today, ensuring at least one penny of every pound of profits goes to good causes.

From donating to our local food bank to volunteering our time at a local special needs school, discover the full list of charities we've supported below.



Spreading Festive Cheer to Families in Need →



Widgit Volunteer Day at Evergreen School, Warwick →



Widgit Wilding: Planting Trees for a Greener Future →



Supporting Our Local Food Bank →

See all charities



How To Apply



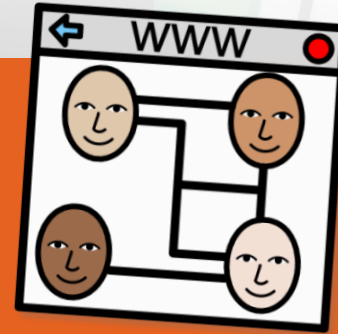
If you wish to apply for this position, please supply the following to jobs@widgit.com by **24/10/2025**.

- A detailed CV, setting out your career history, with responsibilities and achievements
- A cover letter (maximum two sides of A4) highlighting your suitability for the role for which you're applying and how you meet the person specification. Please note that the cover letter is an important part of your application and will be assessed.

If you have further questions after reading this pack, please email jobs@widgit.com.



Check Out Our Socials



Discover the latest updates, news, and insights about our work and initiatives.

Instagram: [@widgitsoftware](https://www.instagram.com/widgitsoftware)

Facebook: [facebook.com/widgitsoftware26](https://www.facebook.com/widgitsoftware26)

LinkedIn: [linkedin.com/company/widgit-software/](https://www.linkedin.com/company/widgit-software/)



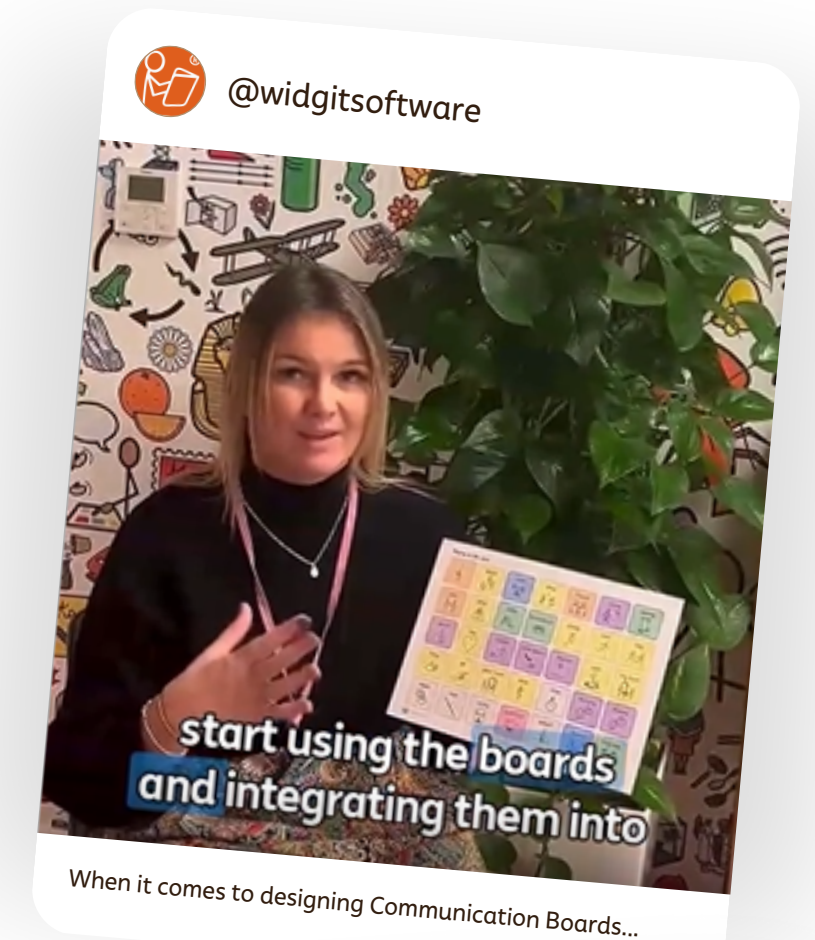
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