
Office Manager

Job Description

Reports to: Chief Executive Officer / Head of People & Culture

Company Core Values

At Widgit, we're proud to be a purpose-driven software company and Certified B Corp. Putting people before profit, we're committed to making a positive difference to the communities we serve, and the planet we call home.

Our core values of integrity, kindness and quality shape everything we do. Whether we're designing symbol-supported resources, supporting schools, or working together as a team, we expect everyone to reflect these values in their day-to-day work.

Being a B Corp means we believe business should be a force for good. We want our work to have a lasting, positive impact, not just for those we work with now, but for future generations too. That's why we aim to operate with care, respect, and consideration for others, in everything we do.

We ask all team members to bring a positive, thoughtful attitude to their work, both inside and outside the office, so we may continue to grow a culture we're proud of and make a real difference through our products and practices.

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.

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.

- 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 support 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.

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.
- 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.

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

- 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.