

Business Manager
Recruitment Pack

magpie

We are Magpie

Magpie is a creative behaviour change agency with expertise in good cause campaigns.

We choose to work with organisations that want to deliver social good and leave a lasting positive impact. With clients including NHS, Public Health England, hospitals, local authorities, British Heart Foundation and Mind, our mission is healthier and happier communities; one person, one campaign at a time.

We are in a strong position, with 12 years of behaviour change interventions under our belts and ambitious plans for the future. As recovery from the pandemic begins, the world needs us more than ever to encourage positive behaviours and deliver lasting change. Now is the time to join our agency for the good of our clients and the communities we work in.

Our purpose is to help create **healthier and happier communities; one person, one campaign at a time.**

We call this The Great Campaign.

Inspirers, motivators, strategic thinkers, creative activists, communicators, collaborators, socially engaged, ethical, problem solvers, proactive, tenacious, experts.

We are driven by purpose and have a plan. Positive energy and social good emits from within and is felt across the team of 20. We work as one, to succeed together and to respect the expertise each of us brings. We step up and keep going until the job is done, whatever it takes. This is what our clients and communities deserve.

Join us, a passionate agency of change makers, to deliver campaigns for good.

We are seeking a **Business Manager** who can do something great with their talent to affect organisational change who can contribute towards creating healthier and happier communities, one person, one campaign at a time.

Pay scale : £25-£34k per annum

Basis: Part time (22.5 hrs per week flexible days/hours)

Reports to: Managing Director

Your job to do: Lead Magpie's operations and business functions performing a range of tasks to ensure productivity and efficiency.. Including implementing business strategies and evaluating performance.

Main duties and responsibilities

Office Management

- Oversee any office admin requirements including insurance and contracts
- Manage all customer service touch points across Magpie including the phone systems, public email addresses and visitors to Magpie HQ
- Maintenance of our office and studio space ensuring the environment reflects Magpie's values and the space excites and engages the team, partners and visitors
- Manage supplies including stationery, refreshments, security
- Manage building relations with landlord across health & safety and facilities
- Implement and manage the blended work from home / office schedule for Magpie staff, partners and visitors.
- Manage all IT requirements, being the key point of contact for our IT support partner
- Ensure the team has the equipment, tools, technology and information needed to be brilliant at their roles
- Order equipment and track subscriptions and renewals
- Manage equipment inventory and physical campaign assets

Business support & internal comms

- Own and manage key processes and operational issues
- Own internal communication for company-wide comms with the team
- Provide executive support to the Directors of Magpie, managing emails and diaries
- Advise the MD proactively and directly on any ad-hoc issues that need addressing
- Contribute to strategic planning and decision making to ensure Magpie makes the best use of the resources available
- Support with grant opportunities and applications
- Manage new business enquiries
- Lead responsibility for the Customer Relationship Management (CRM) system, ensuring this is kept up-to date and guidance/support is offered to the team
- Support business development including pitches and presentations
- Provide administrative support with award submissions

Project management

- Ensure all planning systems and tools are up-to date and the team are meeting deadlines to ensure effective and efficient work is planned through insight and into the studio and implementation
- Gather client feedback and internal feedback to ensure our best keeps getting better

Finance

- Work with Directors on all matters relating to budgeting and forecasting, including setting budgets and managing staffing and non staffing costs
- Support Directors to ensure financial goals are being met
- Act as a point of contact for our accountants and bookkeeper
- Manage processes such as expense payments, pay runs, invoicing queries, late payments, new client setup, credit control
- Provide up to date management information including timely budget/financial reports
- Monitor, update and optimise our Xero accounting software

Main duties and responsibilities continued

Human Resources

- Coordinate the recruitment of all Magpie employees and partners from advert through to offer, contracts and NDAs
- On-board new starters including IT setup, inductions and progress plans, and ecommission and perform exit interviews with leavers
- Keep up-to date with and comply with the development of all HR policies and procedures including the employee handbook
- Maintain HR records
- Manage processes including holiday and sickness record
- Team development including managing staff training schedule, booking external speakers and internal sessions, the Great Campaign appraisals, away days
- Coordinate interventions that support a healthy and happy team including; socials, birthdays, rewards etc.

Compliance

- Make sure the business complies with all regulations both legal and set by Magpie
- Ensure compliance for robust data processes including ICO registration, data privacy impact assessments, GDPR best practice, policies and guidance/support for the team
- Manage all aspects of Health and Safety ensuring we have the right people trained and supported for fire safety, first aid, mental health first aid etc.
- Liaise with specialist partners, such as HR Consultants, Accountants, R&D tax specialists, Solicitors
- Liaise with insurer to make sure we are adequately protected as business activities or contract requirements change

General Responsibilities

- Positively promote Magpie through our channels; contributing content and monitoring our social media and website content
- Represent Magpie at external events, when required, and to represent the business and its clients at all times in a professional and knowledgeable manner
- Stay abreast of current issues facing our clients and campaigns and proactively join in the conversation, contributing to discussion on these topics
- Deliver a great client experience, using every customer touchpoint as an opportunity to deliver Magpie's values
- Adhere to relevant external legislation and compliance, and internal policies.
- Participate in the annual performance appraisal process and show a commitment to learning and personal development, striving to make your best better
- Undertake other duties not specifically stated , which from time to time are necessary for the effective performance of the business without altering the nature or level of responsibility involved

About you

Above all we are looking for someone who loves organising, adores a spreadsheet, has a proven ability to problem solve and will act on own initiative (always with total integrity and discretion).

If this sounds like you read on...

Essential Qualifications

- Grade C or above in GCSE or equivalent Maths and English
- Relevant higher-level qualifications or equivalent work and life experience

Essential Experience and Knowledge

- Proven strategic and operational financial management experience
- Wide-ranging administration experience, covering HR and recruitment, setting up agreements/contracts, office management
- Planning organising and coordinating the work of others
- Building, supporting and working within high performing teams
- Successful experience of managing partnership with suppliers seeking best value
- Broad understanding of company and corporate law, HR law, and accounting best practice
- Significant experience in managing systems and processes to provide relevant and timely management information
- Up-to date knowledge of relevant policies and legislations including data privacy, health and safety legislation and risk assessments
- Thorough knowledge of Microsoft Office Excel, Word, PowerPoint
- Proficient in accounting software Xero or Sage
- Knowledge of CRM systems

Essential Skills

- Innovative thinker, with a proven ability to maintain a positive and solution focussed approach to problem solving
- Impeccable attention to detail
- Excellent written and verbal communication skills and high standards of numeracy
- Excellent digital skills, picks up software packages with ease Loves the detail, competent and highly organised
- Action-orientated and a natural problem-solver
- Adept at overcoming obstacles that may prevent Magpie from reaching its goals.
- Adept at navigating (often quickly) changing priorities
- Skilled at implementing and improving people-centred processes
- Motivated by making sure others have a positive experience
- Effective at building collaborative relationships
- Curiosity about what can be done better
- Self-motivation with confidence and ability to hit the ground running, embrace the challenge and act on own initiative
- Emotionally intelligent, acting with integrity and discretion
- Resilient and diplomatic
- A strong sense of social purpose and synergy with Magpie's mission
- Committed to Magpies' values to inspire; excite; engage; collaborate; persist and believe

Beneficial Skills

- Professional qualification or accreditation in business, accounting, legal or other relevant area

You are a Great Campaigner

Everyone at Magpie is responsible for delivering the Great Campaign for clients, whether supporting or developing campaign strategy. This means that:

You take initiative

You never wait for the perfect brief or overlook the potential within each project. Every day, you aim to be part of the solution to the world's greatest challenges.

You create impact

You see success as the sum of small actions you take.

You establish momentum

Change doesn't come overnight. Each day, you pay attention to the small details.

You are driven by purpose

Positive energy and social good emits from within and is felt across the team you work with. Your only agenda is to work as one within the team, to succeed together and to respect the expertise each of us brings.

You step up

You get the job done, whatever it takes. Our clients, the communities you serve, and their campaigns always come first.

Life at Magpie

At Magpie you won't find big egos, just big ambitions. We're a friendly and talented team, dedicated to making positive change. Here are some of the things you can expect from joining us...

Profit share - Our employees each get a share of our profits. The more impact we make, the more we are rewarded.

Vision days - Every year we host a 'vision day' where the whole team inputs into our plan for the year ahead. These days also give us a chance to pause, reflect and celebrate the great things we have achieved together.

Investment in you - We invest significantly on training, development and rewards. Our mentors are selected because of their specialist skills- some have even worked with Olympic gold medalists.

Flexible working - A good work-life balance is important, so we support flexible working and all of our work is cloud-based for effective remote working. We are all currently working at home and in the future we will have a blended approach to working at home and in our studio at Munro House.

Supporting causes - We featured in Just Giving's top 5% of fundraisers. We're proud to have supported some great projects and causes over the years and offer our team a day of paid volunteering a year, as well as a donation to a charity of your choice for every birthday.

Your Great Campaign - Every team member has a Professional Development Plan which roadmaps progression and helps you achieve your personal goals.

Our culture - We always do what it takes to achieve impact whilst protecting each others' wellbeing. Stimulated and challenged; and always supported.

Interested?

Send a cover letter explaining relevant skills, experience and what you'd bring to the role, along with your CV to impact@wearemagpie.com using the title 'Business Manager'

Deadline: 23 April

Interviews will take place on a rolling basis via video call.

For an informal conversation about the role contact our MD Kim.Somerville@wearemagpie.com

Magpie is committed to promoting a diverse and inclusive environment and is proud to be an equal opportunities employer - a place where we can ALL be ourselves and succeed on merit.

www.wearemagpie.com

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