

## Administration Manager

We are a dynamic, innovative, and growing company looking for an ambitious and hard-working individual to join our team. Running a small business is hard work. There is a huge amount of information out there and small businesses can easily become overwhelmed by all the conflicting advice.

Whether a business is ProTech or NoTech, we've got them covered. Our mission is to innovate and solve problems on behalf of our clients.

Mazuma exists to make life simple for small businesses by handling all their bookkeeping, accounts and tax requirements for them whilst providing the highest level of customer care.

It's a real adventure and we have exciting and ambitious plans for the future and this is an opportunity to be part of something big.

We are looking for an Administration Manager who will play a crucial role in coordinating Mazuma's administration team.

As an Administration Manager, your responsibilities will include:

- Planning and Coordinating Administrative Procedures and Systems:
  - You'll devise ways to streamline administrative processes within the organisation.
  - This involves creating efficient procedures and systems to handle daily operations.
- Recruiting and Training the administration team:
  - You'll be responsible for hiring and training administrative staff.
  - Allocating responsibilities
- Assessing Staff Performance:
  - Regularly evaluating the performance of your team members.
  - Providing coaching and guidance to ensure maximum efficiency.
- Facilitating Communication and Information Flow:
  - Ensure smooth and adequate information flow within the company. This helps facilitate other business operations.
- Working with the Retention Department to investigate client complaints
- Managing Schedules and Deadlines:
  - Keep track of schedules and deadlines to maintain efficiency.
  - Timely completion of tasks is essential.
- Ensure compliance with organisational policies and regulations.

This list is not exhaustive and main objectives and performance measures will be discussed and agreed with your line manager.

### **Requirements and Skills**

To excel in this role, you should have:

- Proven Experience as an administration manager/practice manager.
- An In-Depth Understanding of office management procedures and departmental policies.
- Familiarity with Financial Principles.
- Proficiency in MS Office.
- Analytical Mind with problem-solving skills.
- Excellent Organisational and Multitasking Abilities.
- Excellent verbal and written communication skills
- Attention to detail
- A Team Player with leadership skills.
- A BSc/BA in Business Administration or a related field.

### **Rewards and Benefits**

- £17,333 - £18,666 (FTE - £26,000 - £28,000) salary per annum
- Pension contributions
- Incentives and bonus
- Overtime Opportunities
- 23 days holiday a year plus bank holidays pro rata
- Flexible modern working practices
- Other exciting benefits being introduced very soon too

### **Hours of Work:**

This is a part-time role and will be 25 hours per week Monday to Friday.

### **Why Join Mazuma?**

**Innovation:** Be part of a company that values and encourages innovation in its approach to finance and accounting.

**Career Growth:** We invest in our team members and provide opportunities for professional development and career advancement.

**Collaborative Culture:** Join a collaborative and supportive team that values open communication and teamwork.

**Impact:** Your contributions will directly impact the success and growth of our firm.

Mazuma is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

If you are interested in this position, please email a copy of your C.V. to the HR Department at [hr@mazumamponey.co.uk](mailto:hr@mazumamponey.co.uk)