

JOB DESCRIPTION

# Business Manager



**LOCATION:**

Milton Keynes Head Office - Mix of home and office-based working

**REPORTING TO:**

Operations Director

**HOURS:**

Full-time

**SALARY:**

Dependent on experience

**WHO ARE PRAGMATIQ?**

Pragmatiq are a Microsoft Solutions Partner who specialise in designing and developing Bespoke CRM (Customer Relationship Management) Systems and Custom Business Solutions, leveraging Microsoft Dynamics 365 and the Power Platform.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve our mission:

*We are a team of Microsoft Technology specialists, offering high-quality technical services; designing, developing, and supporting bespoke solutions. Working within our values of Accountability, Collaboration and Excellence, we use our expertise to push technological boundaries. By offering a true partnership, we help our clients to succeed and are able to accomplish great things together.*

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



**ACCOUNTABILITY**

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



**COLLABORATION**

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



**EXCELLENCE**

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.



## THE ROLE

We are seeking a proactive & adaptable Business Manager who will be responsible for overseeing and managing the daily operations at Pragmatiq. The Business Manager will join us during an exciting period of growth and will play a key role in supporting, maintaining & improving operational efficiency across the business. The role offers a huge opportunity for professional development and will involve working with stakeholders from different parts of the business; specifically providing interdepartmental administrative support, office, technology & compliance management and HR administration.

## KEY RESPONSIBILITIES

### Administrative support

- › Diary management & scheduling for key internal & external stakeholders, using meeting agendas to drive meeting productivity & efficiency
- › Note taking & capturing actions during internal meetings, driving accountability through following up on key actions
- › Ensuring Company compliance with document storage & keeping the CRM up to date
- › Preparing Leadership & Company wide meetings & presentations
- › Sending NDAs & Partnership Agreements on behalf of the Company
- › Promotion of wider company objectives & supporting in driving EDI initiatives
- › Conduct market research and analysis to inform business decisions
- › Producing & sharing monthly reports

### Office Management, Technology & Compliance

- › Ensure the office is clean, organised and well maintained, including liaising with building management
- › Oversee office space planning & office rota for office based, hybrid and remote employees
- › Ensure the office complies with health and safety regulations
- › As required, source & order office supplies
- › Organise Company events
- › Oversee the maintenance and functionality of office technology and systems
- › Coordinate with IT support to address technical issues and system upgrades
- › Manage technology equipment, including procurement as required

### HR Administration

- › Supporting with HR administration, including employee onboarding & offboarding
- › Develop initiatives to boost employee experience/engagement
- › Design, deliver and interpret employee surveys with the support of our outsourced HR provider
- › Update HR policies as required
- › Oversee leave management across the business and produce key reports to inform decision making
- › Provide administrative support to help with recruitment & retention

## SKILLS & EXPERIENCE

- Effective time management, task prioritisation, and ability to meet deadlines
- The ability to communicate effectively & build strong relationships with colleagues & clients
- Self-motivated with the ability to work independently, take initiative & continuously look to improve
- Preference for finding solutions & working with others to solve problems
- Flexibility, adaptability and a 'can-do' approach to tasks
- Proven track record of success in business management, office management, HR/recruitment, executive assistant or operational roles
- Knowledge & experience of working in a technology business, and the Microsoft ecosystem is desirable

## EQUALITY, DIVERSITY AND INCLUSIVITY:

At Pragmatiq, we aspire to have a workforce that is diverse and representative of all sections of society. We value different thoughts and perspectives, and believe that a diverse workforce enables growth and creates a sustainably inclusive workplace for all employees. If you would like to discuss any specifics of the role and how you might be suitably qualified, or to discuss flexibility or accessibility requirements, please contact [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk).

## WHAT WE CAN OFFER:

You will be part of a fast-paced Microsoft Solutions Partner at an exciting period in our growth. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology.

We provide our employees with an extensive benefits package, that includes:

- Private medical insurance
- Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- Access to a mental health support service
- A rewards account providing a range of discounts across a variety of excellent brands
- One paid-for volunteering day a year for a charity of your choice
- Enhanced Maternity, Paternity and Adoption Pay
- Up to £1,000 worth of training and certifications paid per year
- Dedicated weekly education hours
- Hybrid working environment
- Quarterly team social events
- 25 days of holiday, plus Bank Holidays
- Option to buy an extra 5 days leave, or claim 5 days back at the end of the year
- Birthday off work
- £200 to spend on home office equipment
- Competitive salaries
- Walking meetings
- Pension plan
- Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK, The Hub and MK train station

## HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk).