

UNDERSTANDING
THE OFFICE
HEROES

A look at the work life of Office
Managers and Assistants

FEB 2020



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THE SURVEY & WHY WE RAN IT

**Overview of our office
manager worklife survey**

THE

SURVEY

WHAT

We conducted a survey on the working lives of office managers, facilitators, and assistants to learn more about their day-to-day, what they like and what they'd like to change.

Respondents were asked to answer questions focused on these core themes:

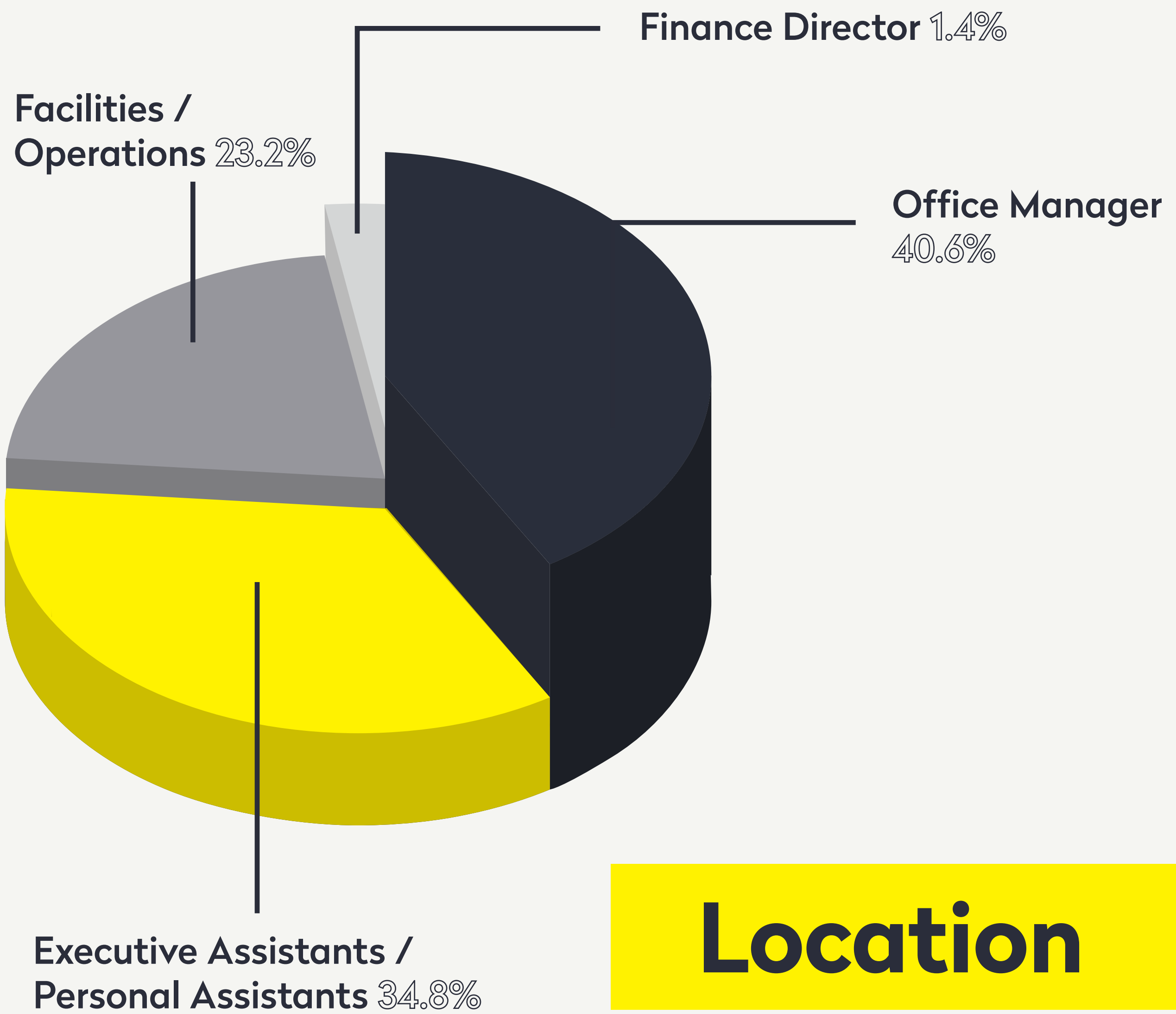
- Their role & company
- The benefits their company offered
- Working with external suppliers

WHY

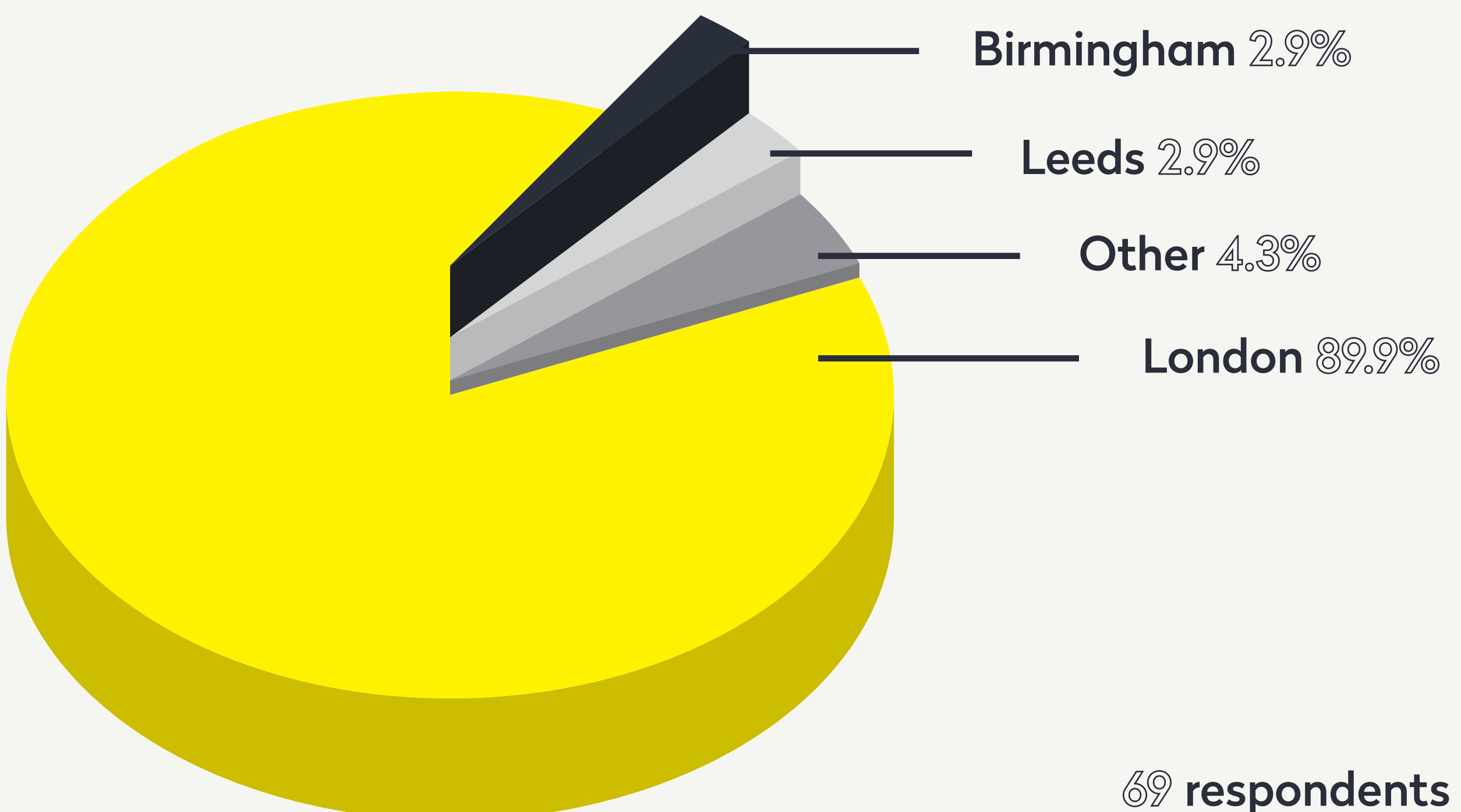
- At City Pantry we work closely with hundreds of office managers, assistants and facilitators and want to better-understand their working lives. From their responsibilities and what they enjoy most about their job to improvements they would like to make and challenges they come across.
- From administrative work and operational responsibilities to assisting senior management and more, these positions play a crucial role in ensuring a business runs smoothly and the people are happy. They are some of the most important people to any business.

Who did we survey?

Job titles



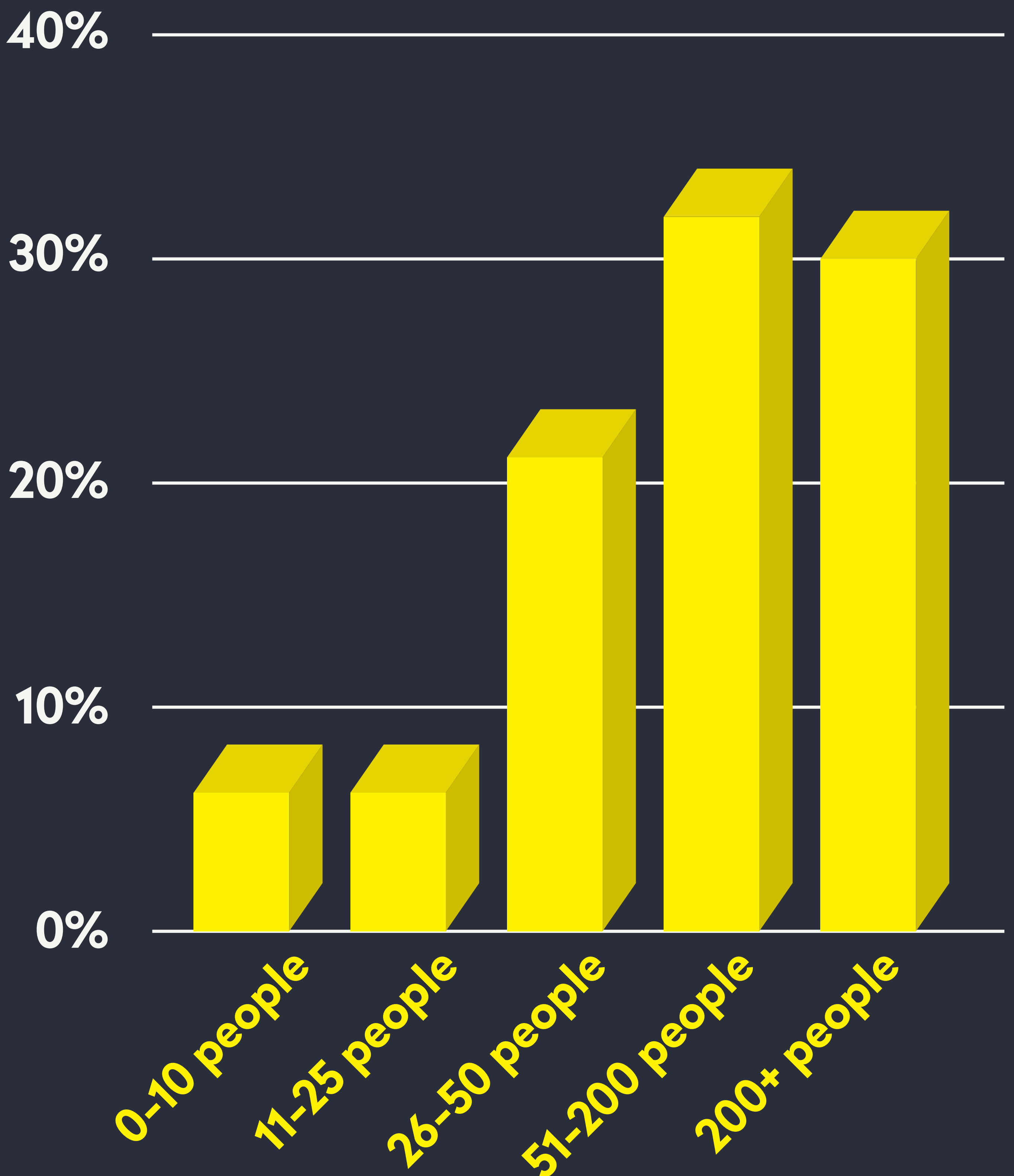
Location



69 respondents

Company

size



032

THE DAY-
TO-DAY

**How office managers &
assistants feel about their role**

The Role

Some of the most important positions in any business - office managers, assistants and facilitators work with multiple teams and are regularly responsible for keeping any business running smoothly.

Culture

As one of the few people who regularly interact with employees across the business, these people are often keepers of the company culture. From planning the office parties and organising team building events to helping onboard new starters, they play an integral role in cultivating and maintaining a cohesive culture.

Suppliers & Facilities

Office managers are the unsung heroes of any office in that they handle the often unseen work around your building, from coordinating office deliveries and scheduling the cleaners to ensuring the essentials remain fully-stocked and keeping track of billing.

Admin/HR

More often than not, office managers and assistants are responsible for not only their manager's admin tasks, but often those of the business at large.

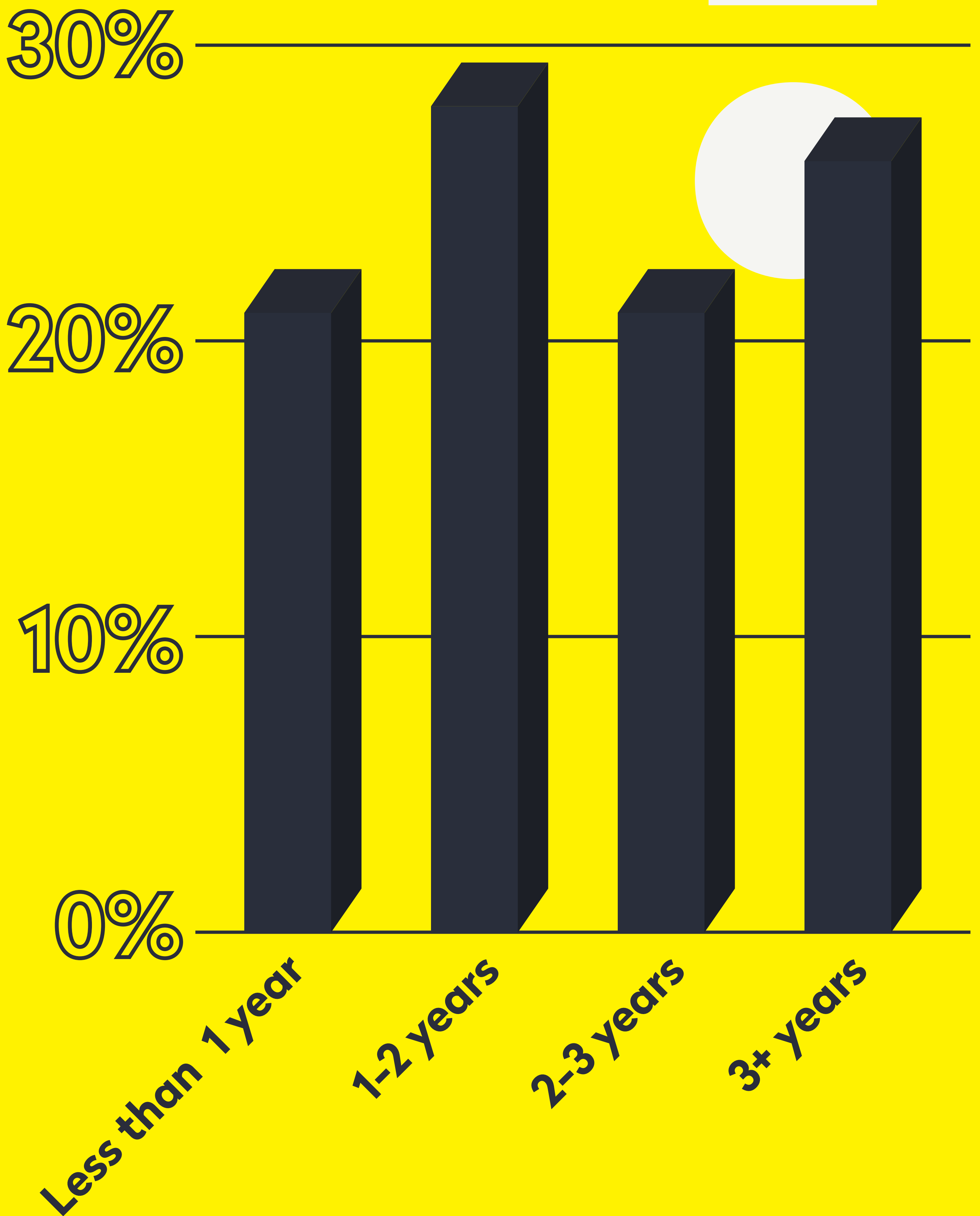
Memos, office policies, filing systems, rescheduling meetings, answering phones, signing for packages, managing calendars, distributing mail... these nitty-gritty admin tasks all feed into keeping everything running.

External Relationships

Office managers and assistants are regularly the external face of the company. They're often the first contact for external guests, business partners, suppliers and caterers.

Years in current role

78% of respondents have been in their role for at least a year.



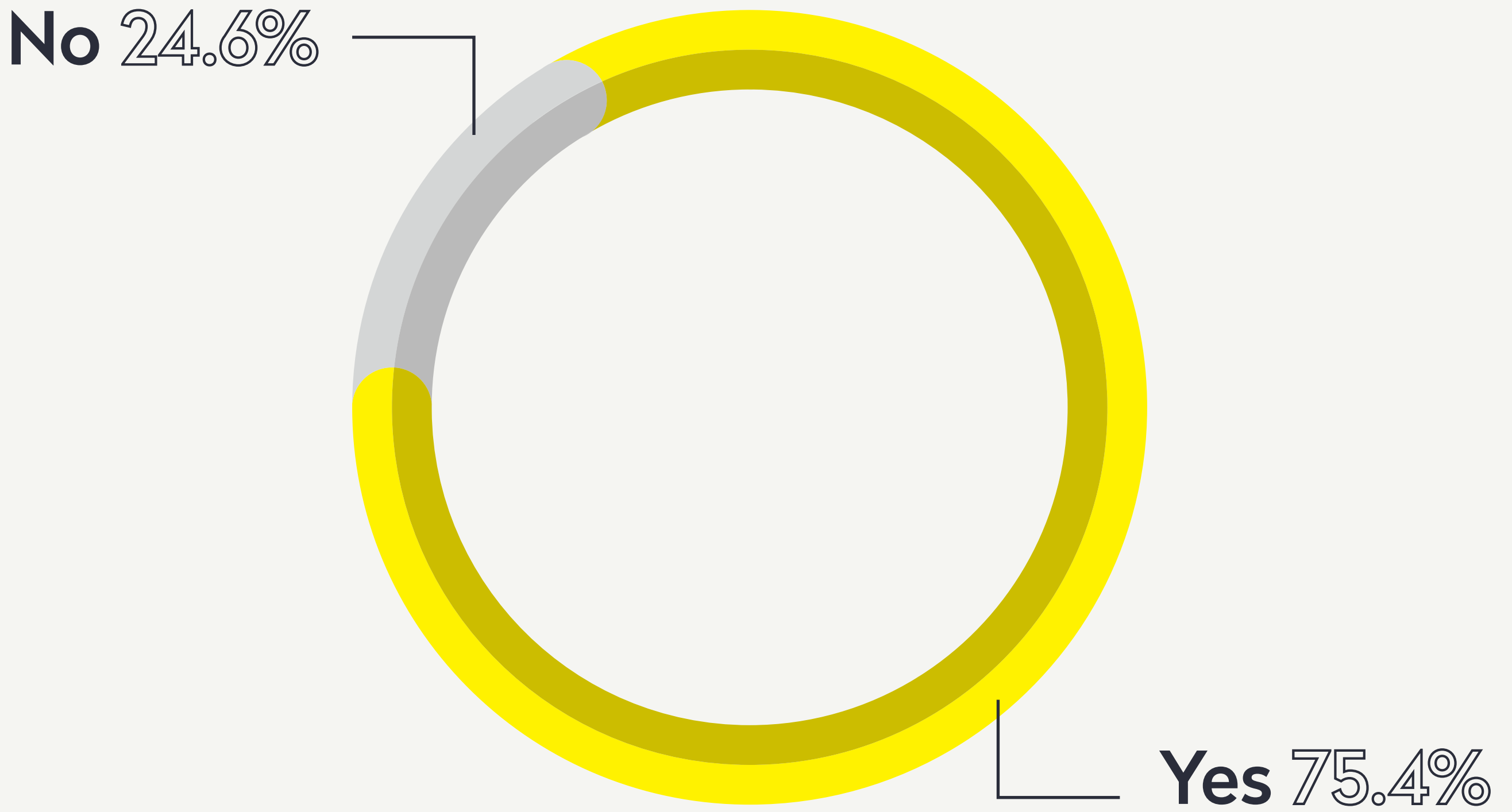
78% of respondents have been in their role for at least a year, with

50% indicate that they've been in place for more than 2 years.

Office managers (OMs) and assistants are vital in providing company stability and spearheading company culture. By staying in these roles for longer, OMs and assistants usually become the first port of call for all admin and HR concerns.

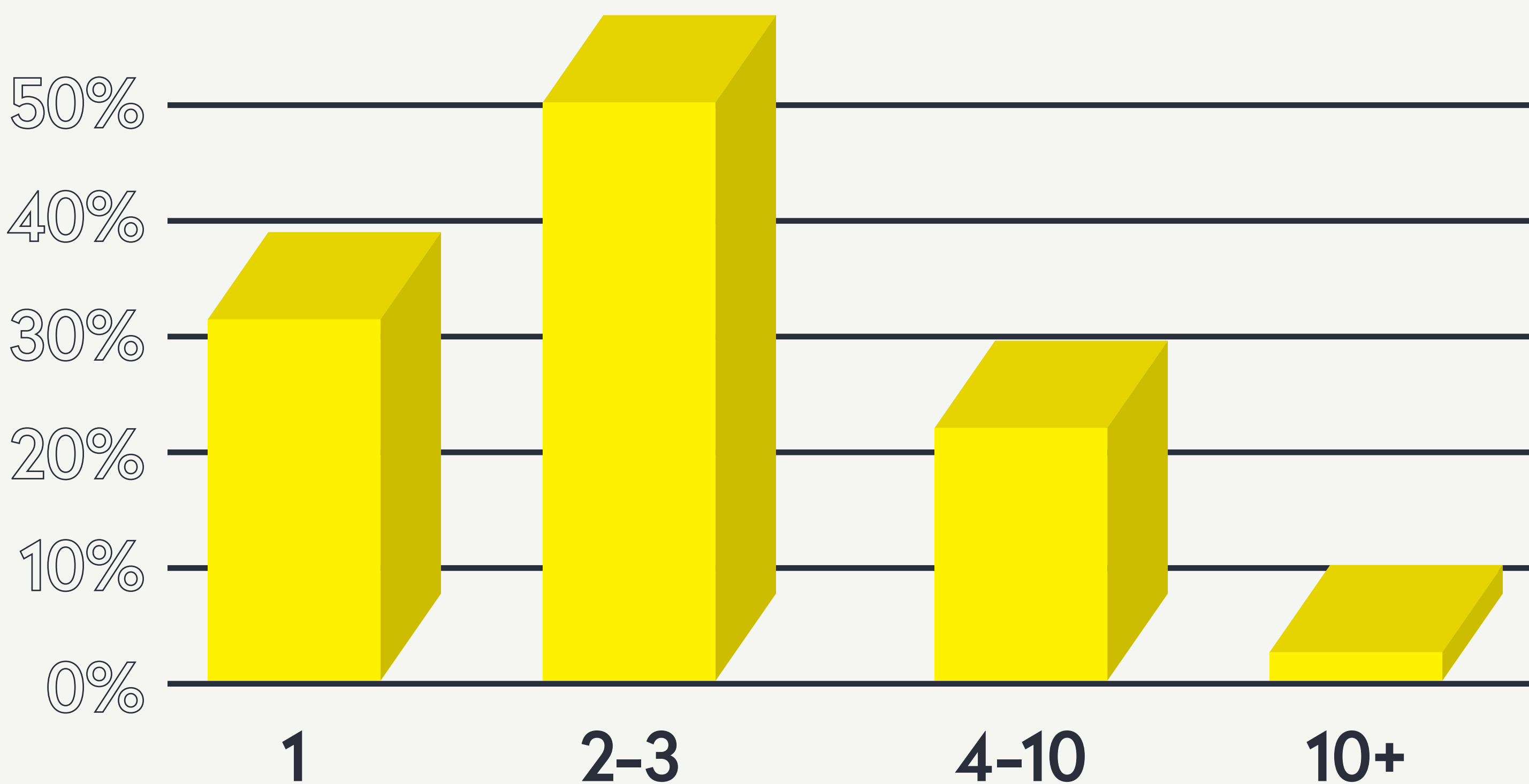
Building longer-term relationships with suppliers and co-workers helps ensure things run smoothly in the office.

Do you assist anyone directly ?

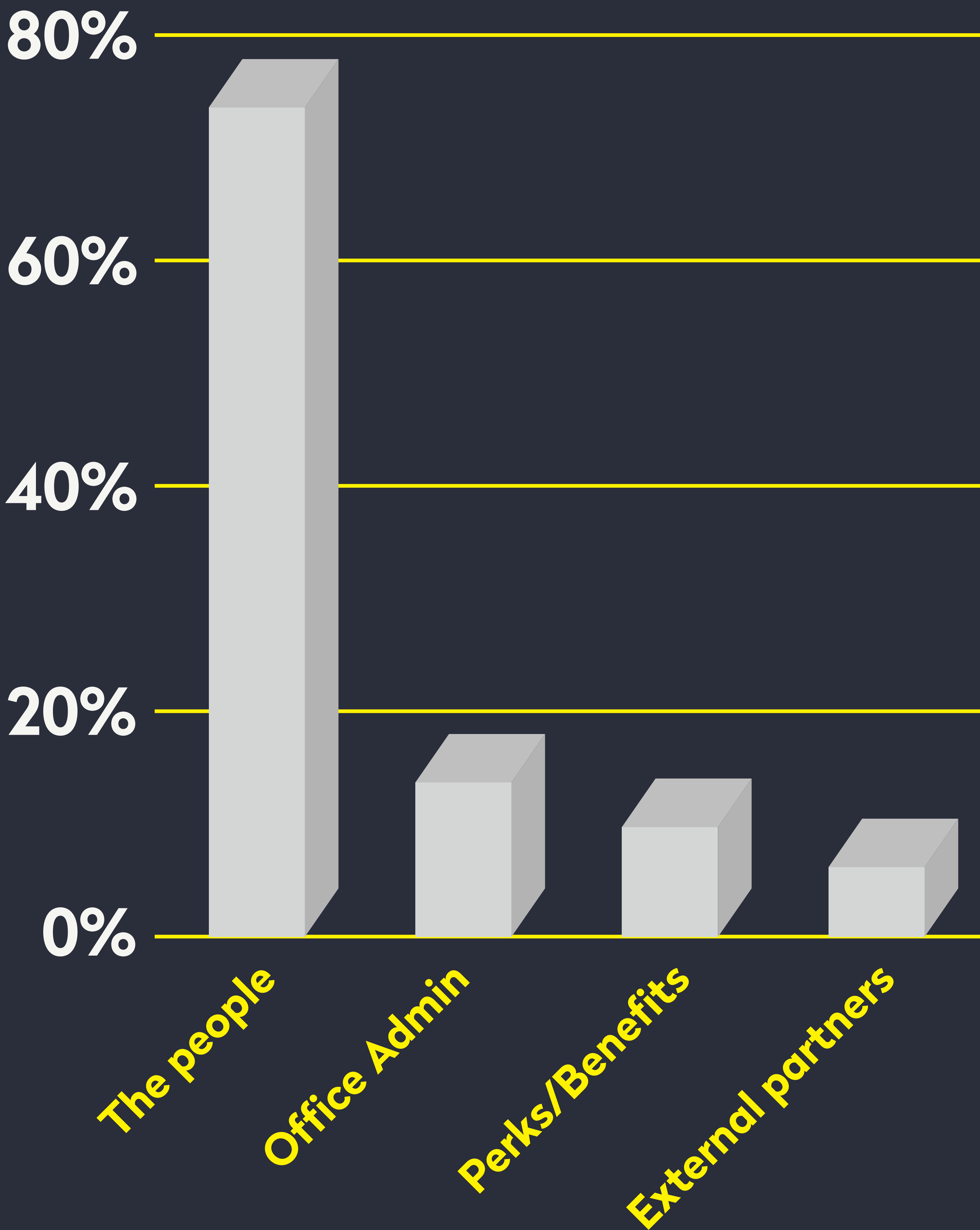


OMs and assistants deal with a lot. Over 75% directly assist a co-worker, with 66% helping more than two different members of staff.

If yes, how many?



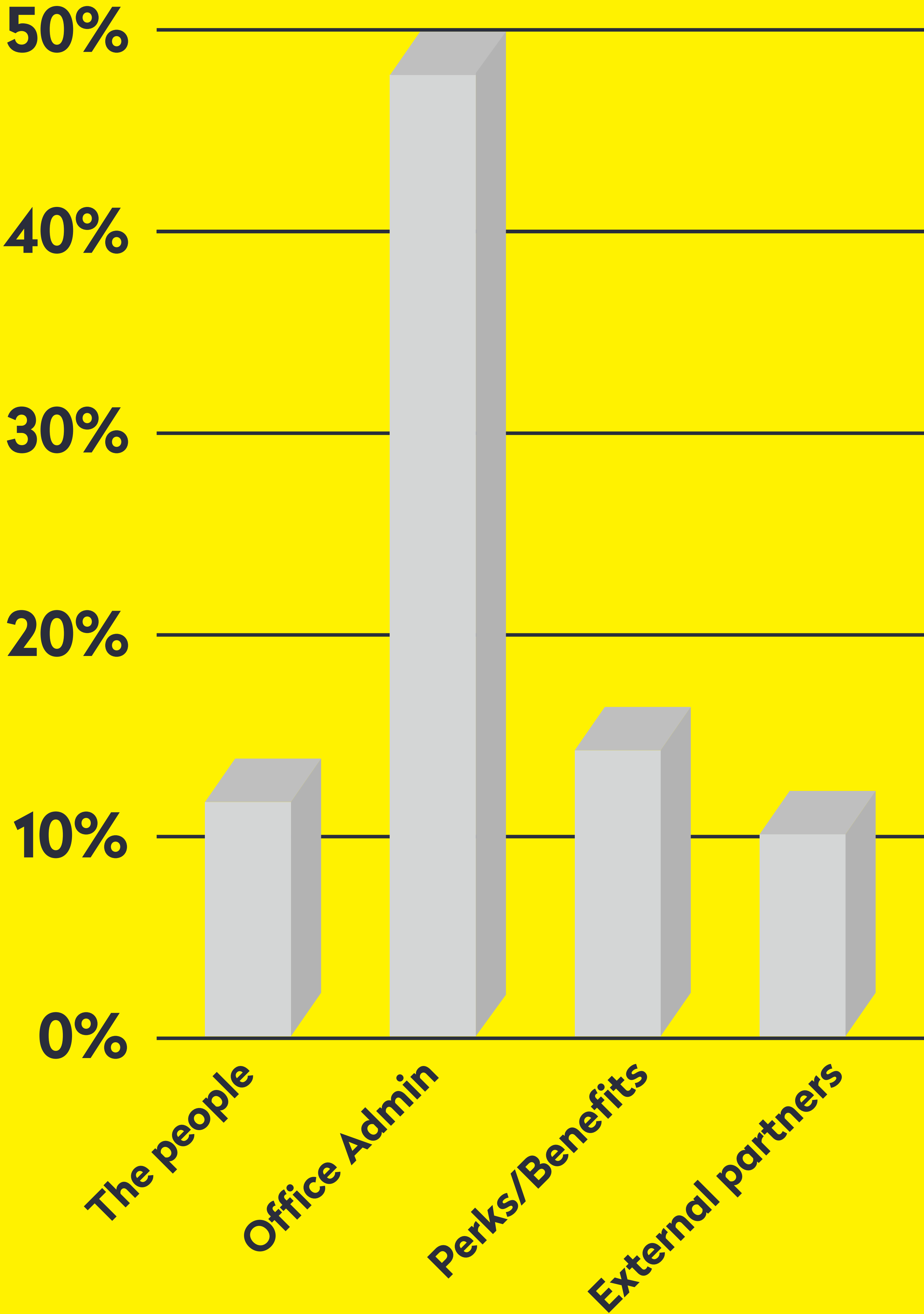
What do you **enjoy most** about your role?



When looking at job satisfaction, **over 75% of respondents said their colleagues were what they enjoyed most about their role. OMs and assistants are integral to helping build company culture as they are frequently the few people that work with all employees across the business. They can be the glue that holds a company together**

Coworkers can play a big part in how much employees enjoy their job. The people can be a huge asset to a company, and building relationships away from desks can help increase employee satisfaction.

What do you **least enjoy** about your role?

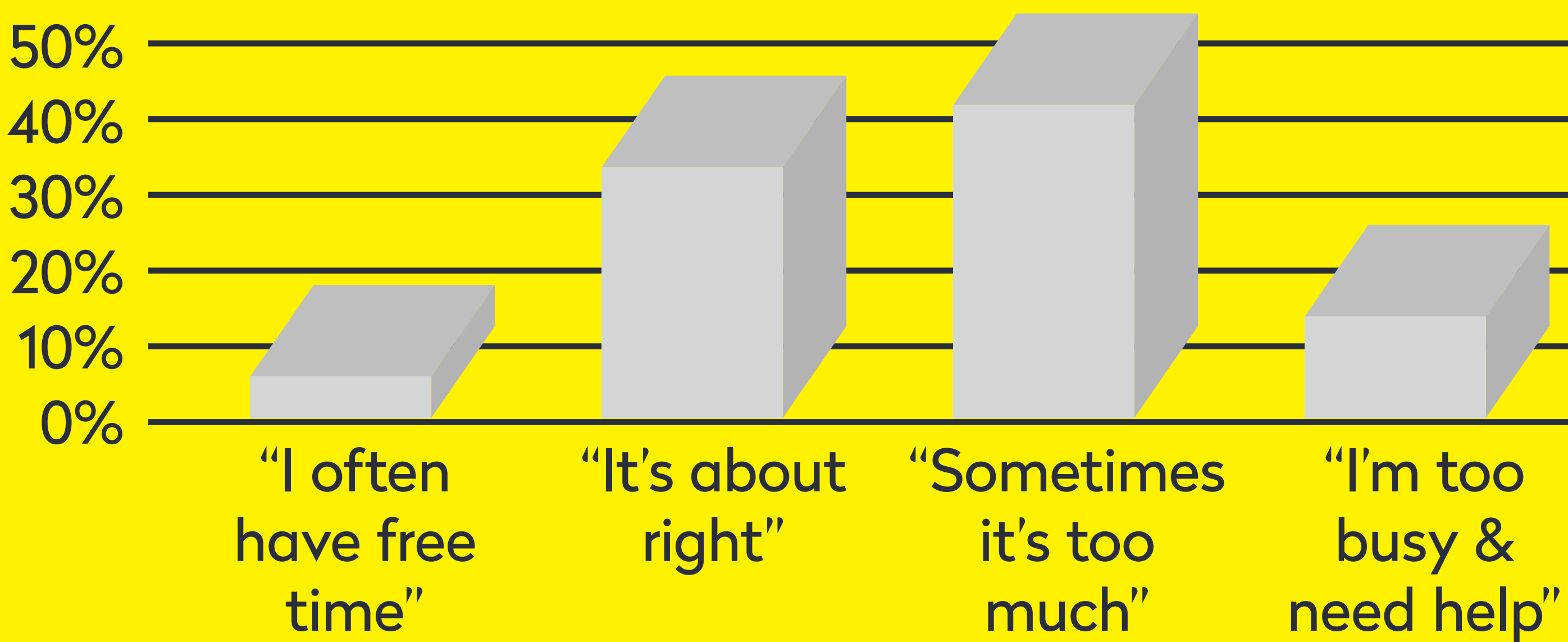


50%

of respondents least-enjoy having to deal with office admin.

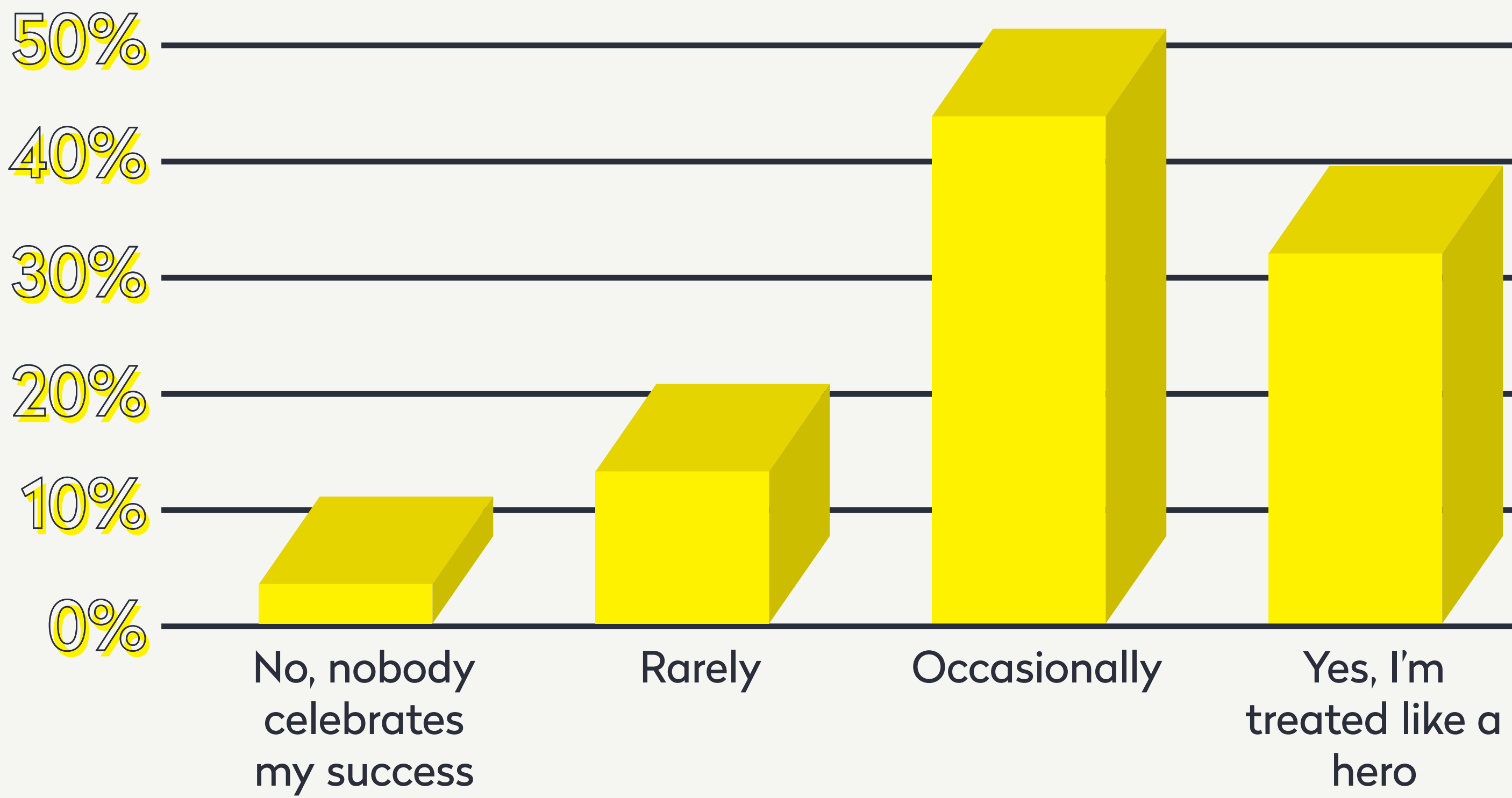
Administrative tasks aren't always the most exciting but are extremely important to running any business efficiently. However, these tasks aren't always acknowledged or appreciated by other employees in a business.

How do you feel about your workload?



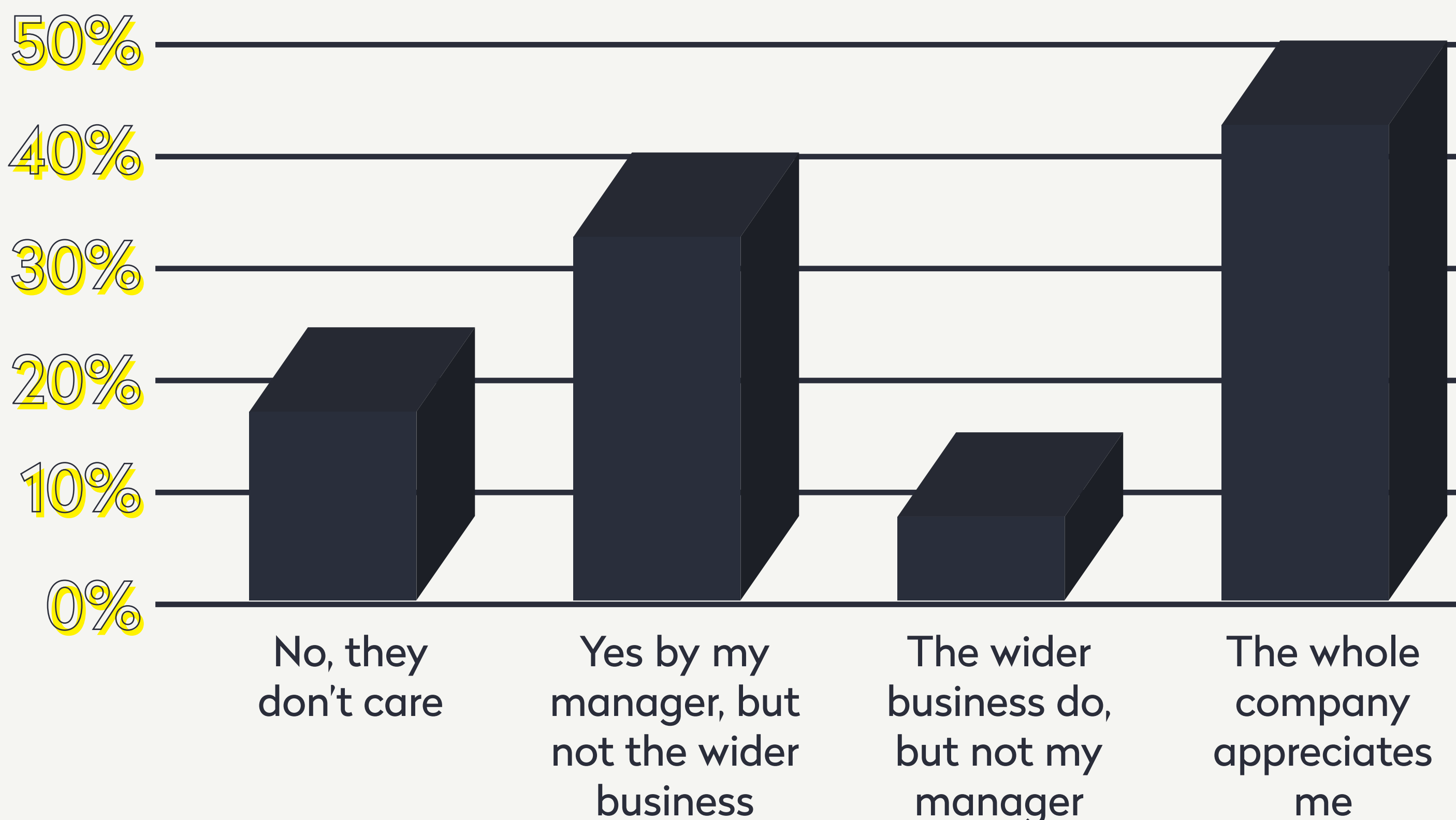
In spite of this, they do feel some appreciation, with 40% getting it from the wider company.

Getting recognition



Over 60% of OMs and assistants don't feel like they get the recognition they deserve. And **31% only** feel appreciated by their line manager.

Do you feel appreciated by the business?

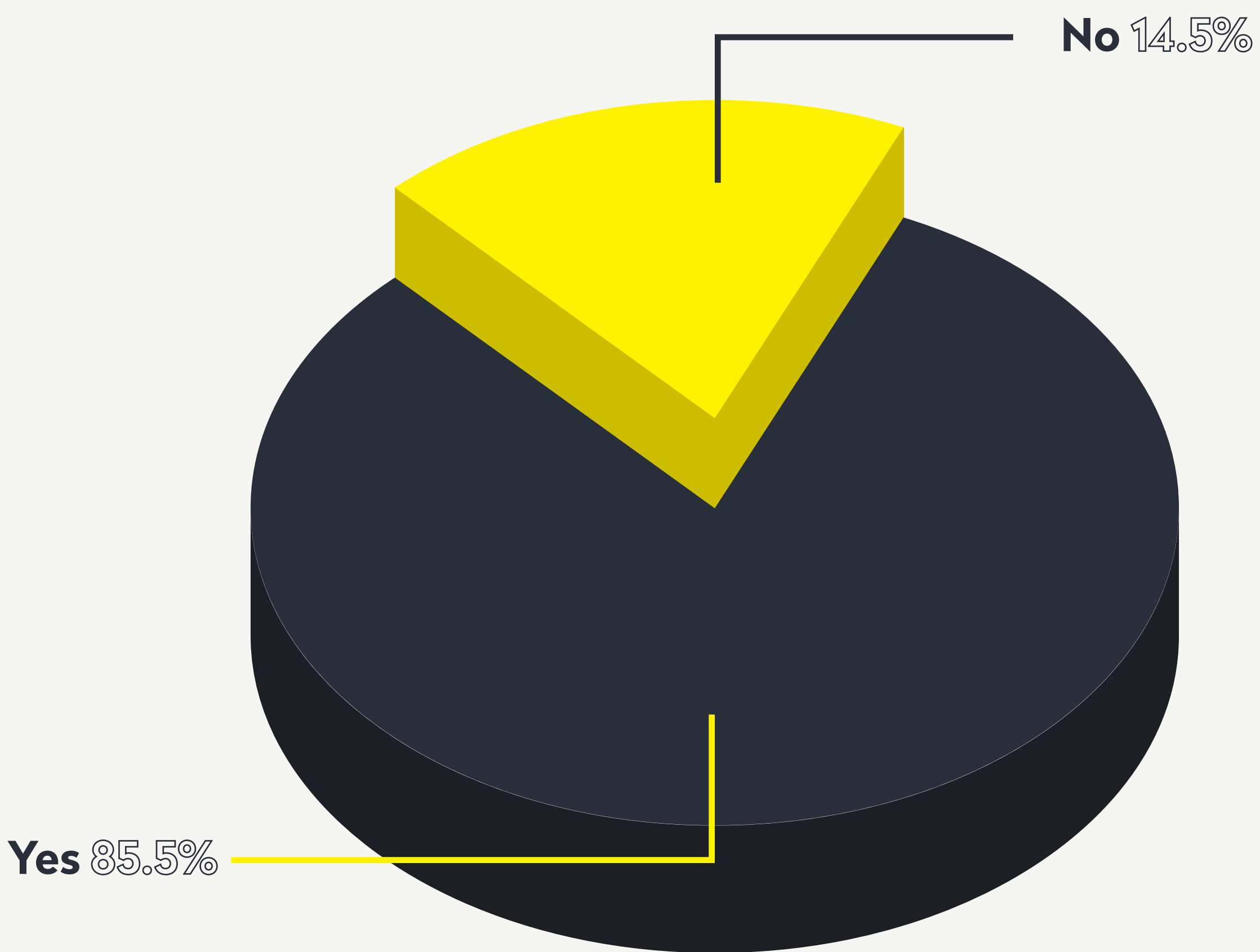




Perks & Benefits

**Understanding company perks &
how employees feel about them**

Does your company provide perks/benefits?



Why are office benefits important?

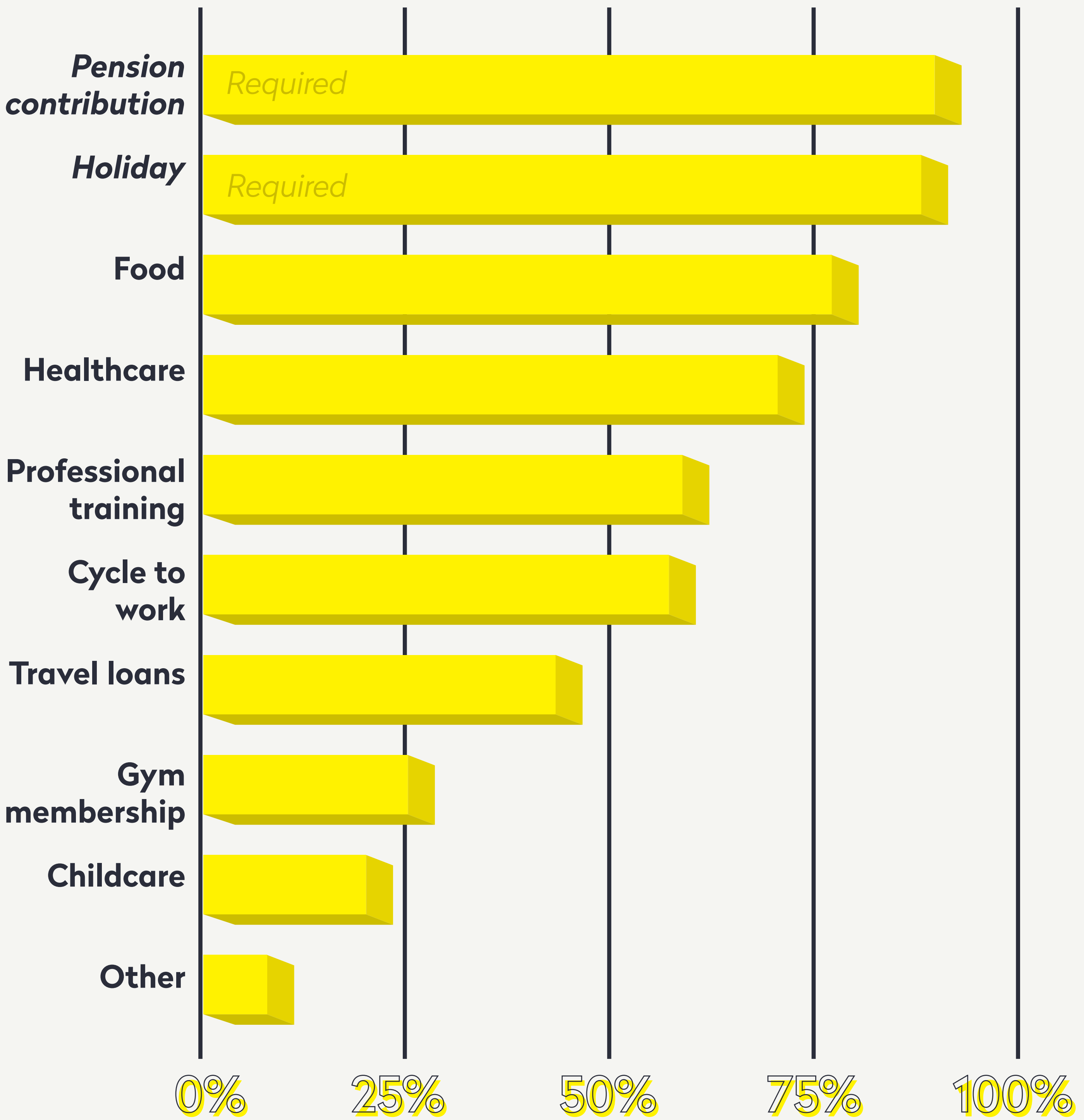
The growth of the millennial workforce has meant that employee expectations have shifted. With more focus placed on work-life balance, employers are faced with creating positive working environments to attract and retain the best talent.

These days, companies need to stay competitive by

building up their employee benefit offerings. In fact, “better workplace benefits” is among the top three reasons why Millennial workers change jobs.

The expectation of company perks is becoming more mainstream, with over 85% of our survey respondents’ companies providing perks.

What **benefits** does your company provide?

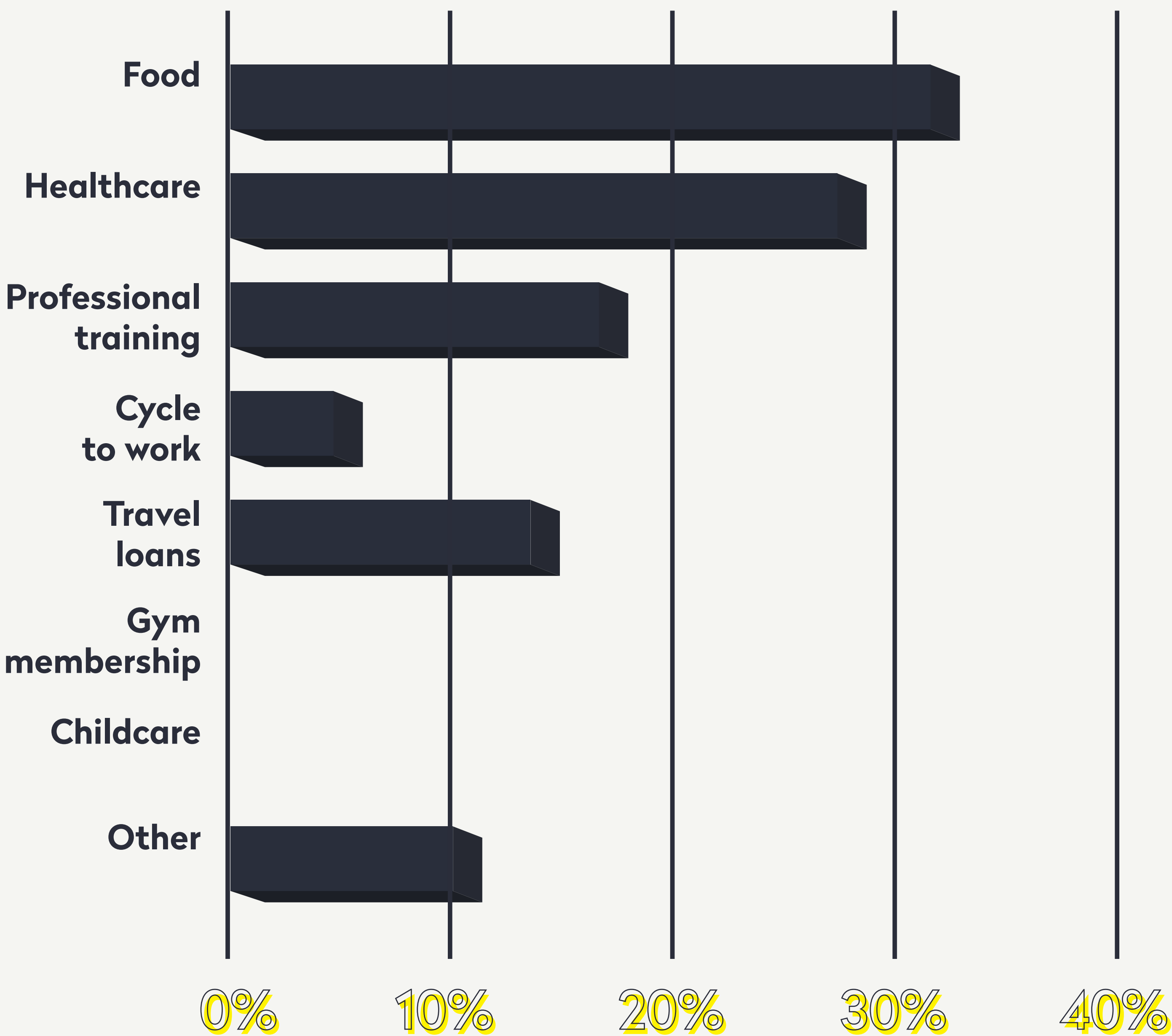


Pension contribution and holiday are the most common benefits provided by businesses. However, these benefits could be considered “required” perks.

Following these two - the most common workplace benefits are

- Food
- Healthcare
- Professional training

Which benefit is your favourite?

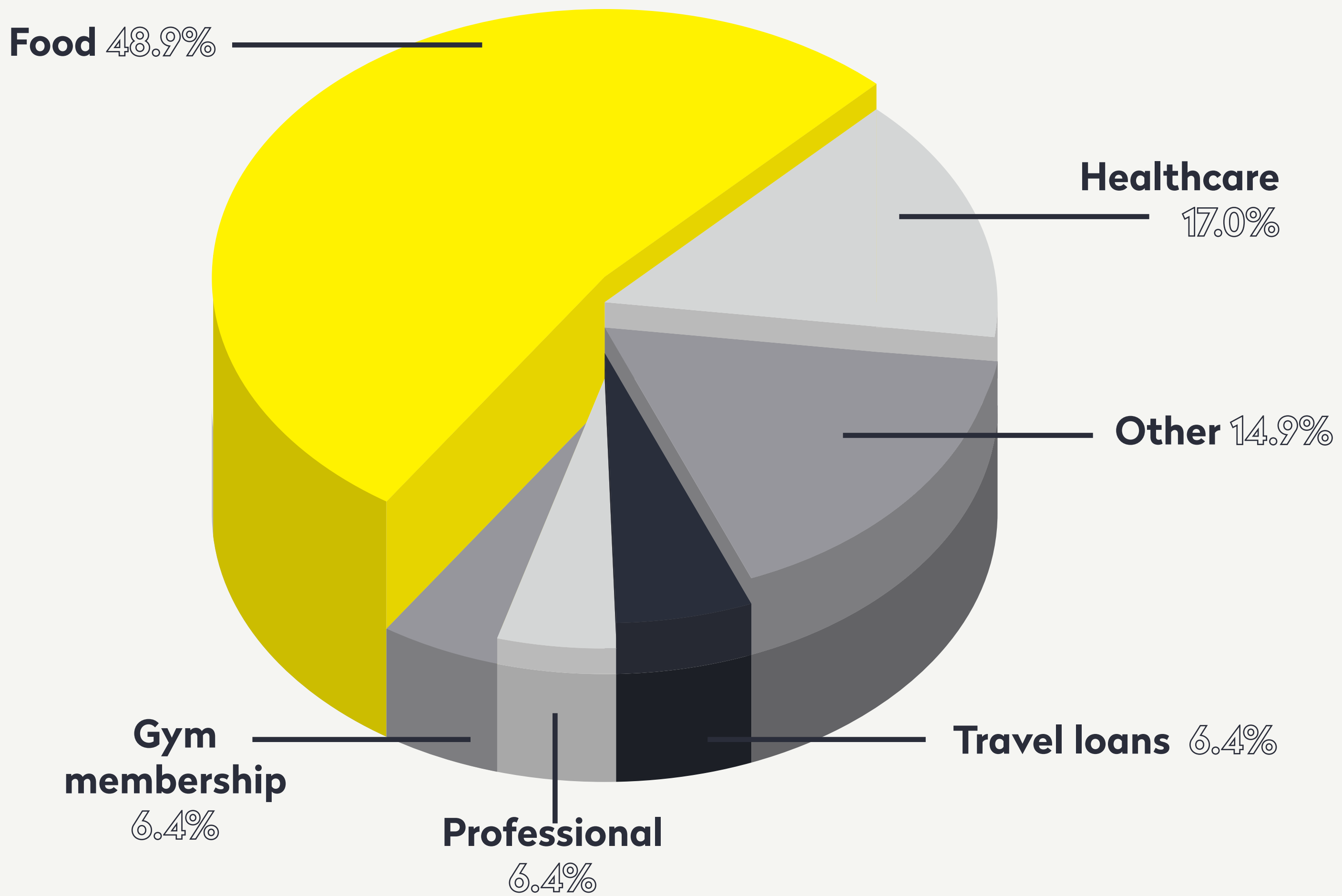


35%

Over 35% of respondents say food is their favourite workplace benefit.

It's one of life's simple pleasures, but the act of sharing food has the power to bring people together. It can also play a vital role in building a positive company culture. By sitting down for a meal, away from their desks, staff can feel more integrated and part of a team. This kind of culture can help retain the company's most-valued assets - the employees themselves.

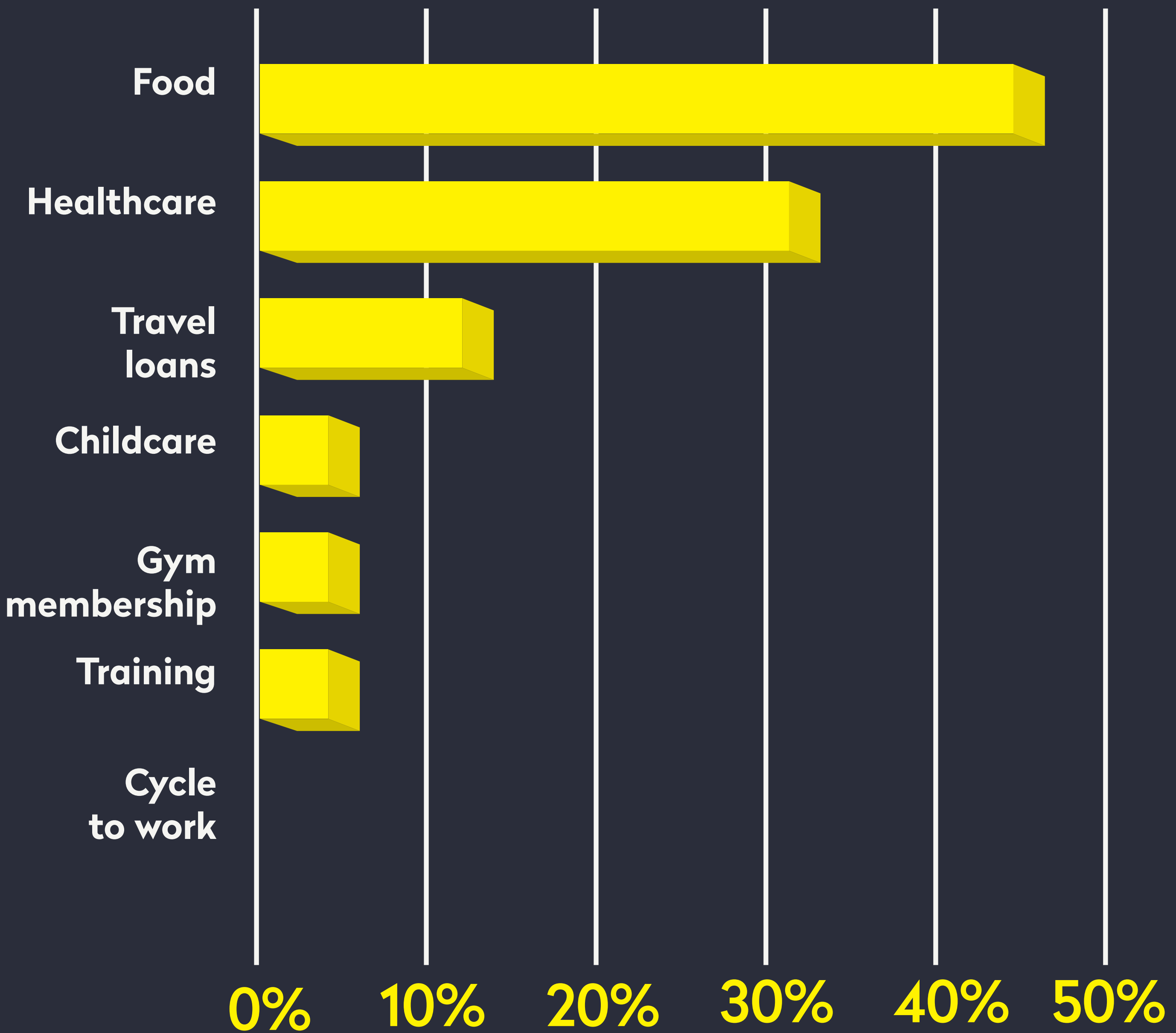
Which do you get the most positive feedback about?



And it appears that Food is also a favourite of the wider team.

Almost 50% of OMs and assistants get the most positive feedback about food perks. Highlighting the simple yet effective benefit that can deliver big on cultivating positive workplace culture.

Which **benefit** do you consider the most-used?



Almost 50% of respondents consider Food the most-used workplace benefit.

Further highlighting that food is for everyone - benefits such as childcare or cycle to work are for specific individuals within a company. However, more generic benefits such as Food and Healthcare have a much higher uptake by employees.

How **important** is each benefit to your office?

Ranked out of 10



Training



Healthcare



Food



Gym membership



Travel loan



Childcare



Cycle to work

The best workplace benefits should be adding to an individual's life, be it in the office or outside. This survey has indicated that the more niche a benefit is, the less important and used it is. For example, childcare subsidies are only applicable to working parents.

Based on this survey, the top three benefits, Professional training, Healthcare and Food are universally used and bring the most benefit to an employee's life.

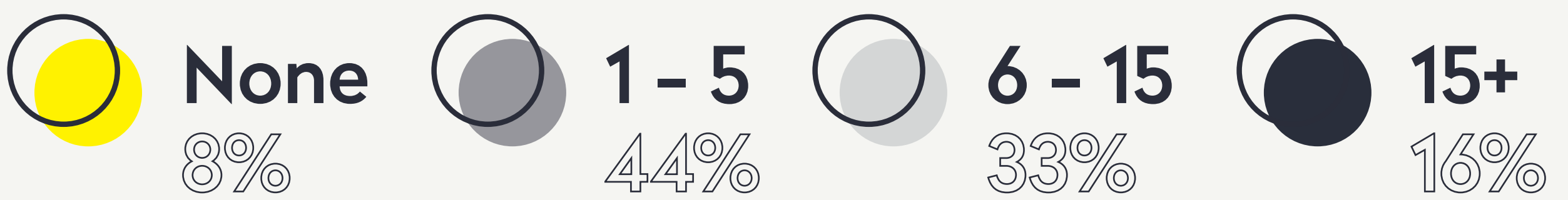


Working with suppliers

**Understanding the relationship
office managers and assistants
have with external suppliers**

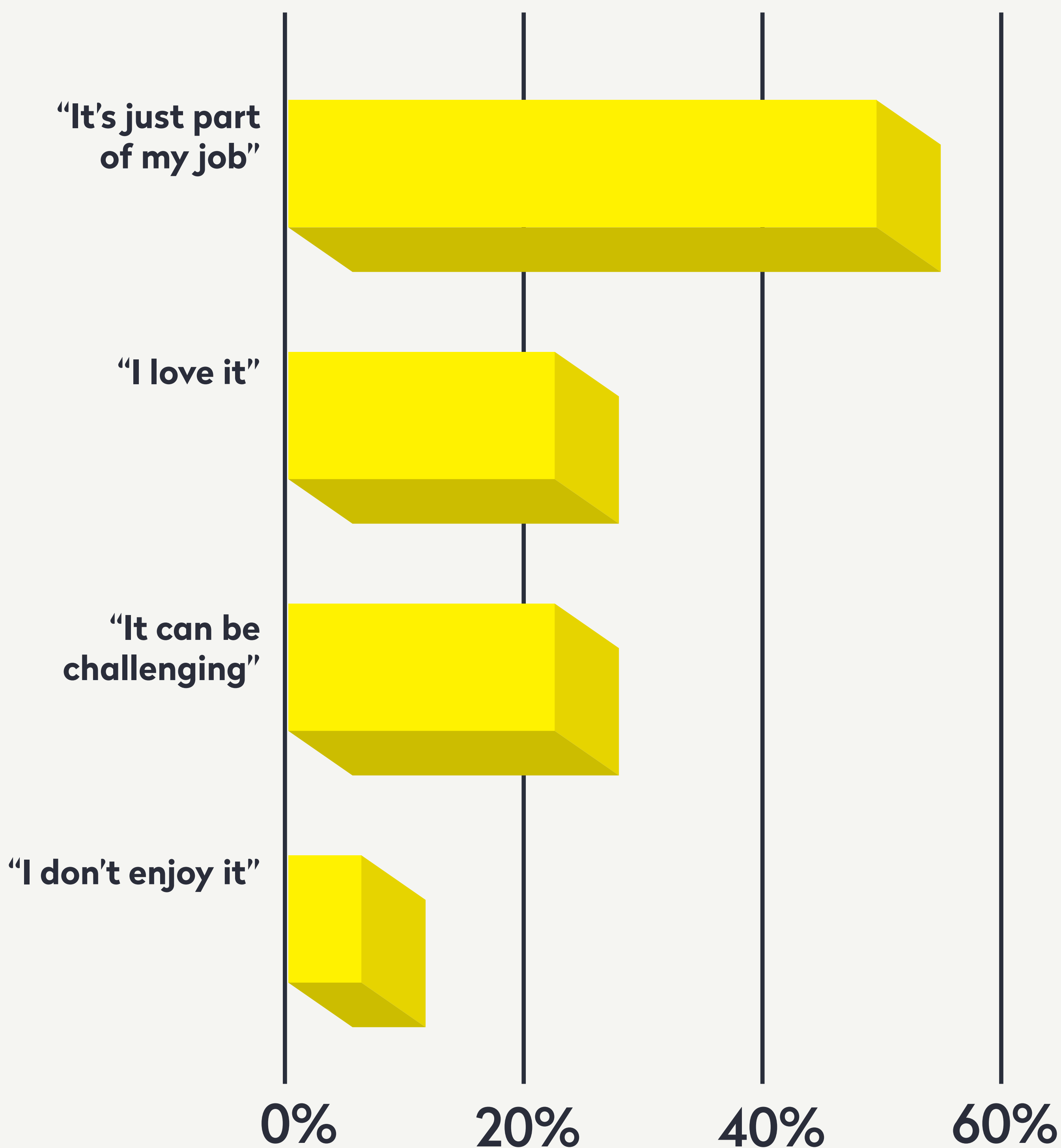
Working with suppliers

How
many
suppliers do
you deal
with?



Over 70% deal with up to 15 external suppliers, from cleaners and security to food providers and delivery services.

How do you find working with external suppliers?



Working with external suppliers isn't considered particularly exciting - over 75% of OMS don't love it.

Working with suppliers



No
47.8%

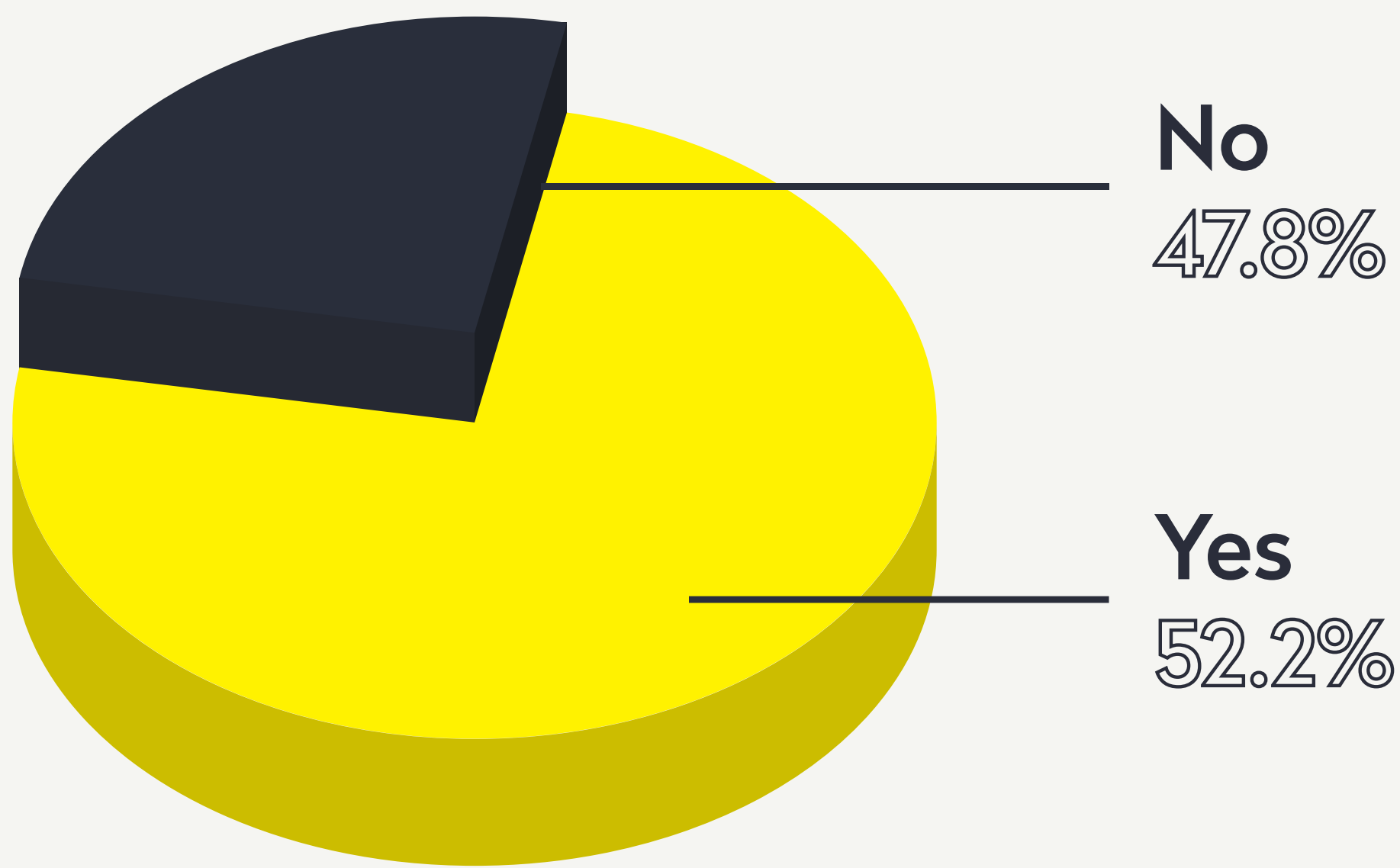


Yes
52.2%

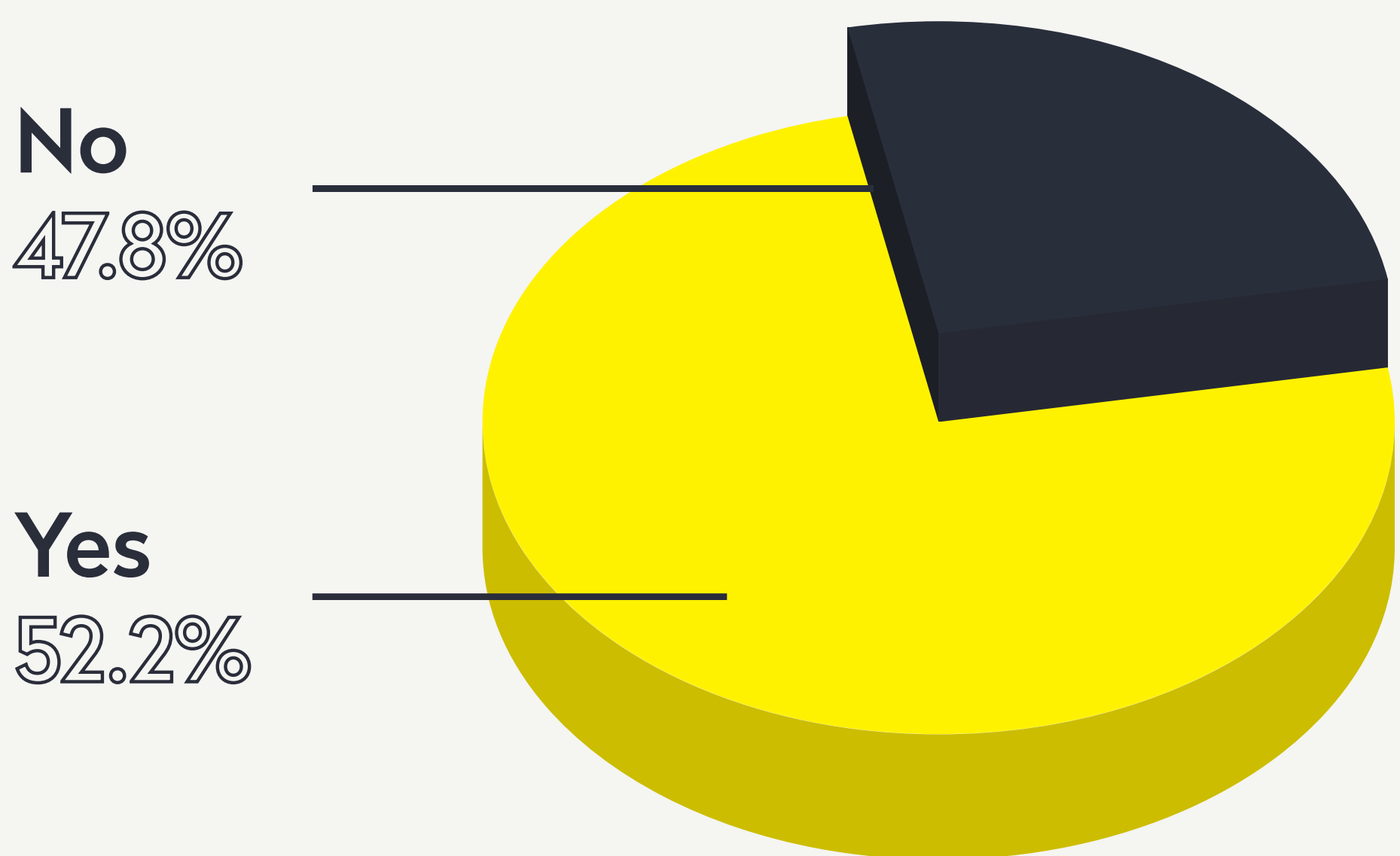
Over 50% of respondents feel that suppliers can add to their work challenges, this highlights the importance of choosing the right suppliers and partners that help make office manager and assistants' working lives better and easier.

Working with food providers

Are you in charge of ordering food for the office?



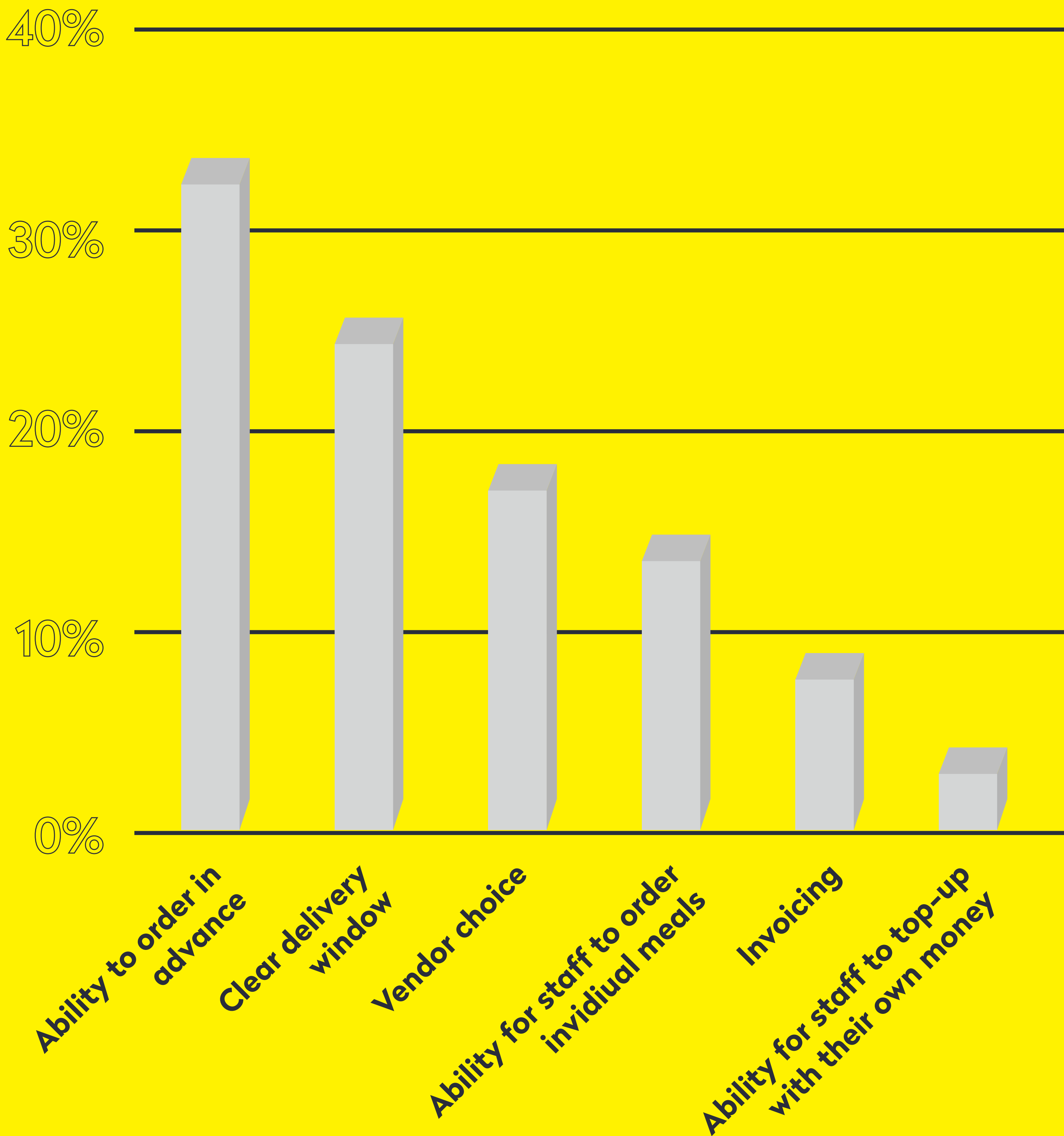
Do you decide which supplier to use?



54%

The majority of OMs and assistants surveyed decide on which suppliers to use. People in these positions hold a crucial decision-making role, they ensure their suppliers make worklife better for them and the wider team.

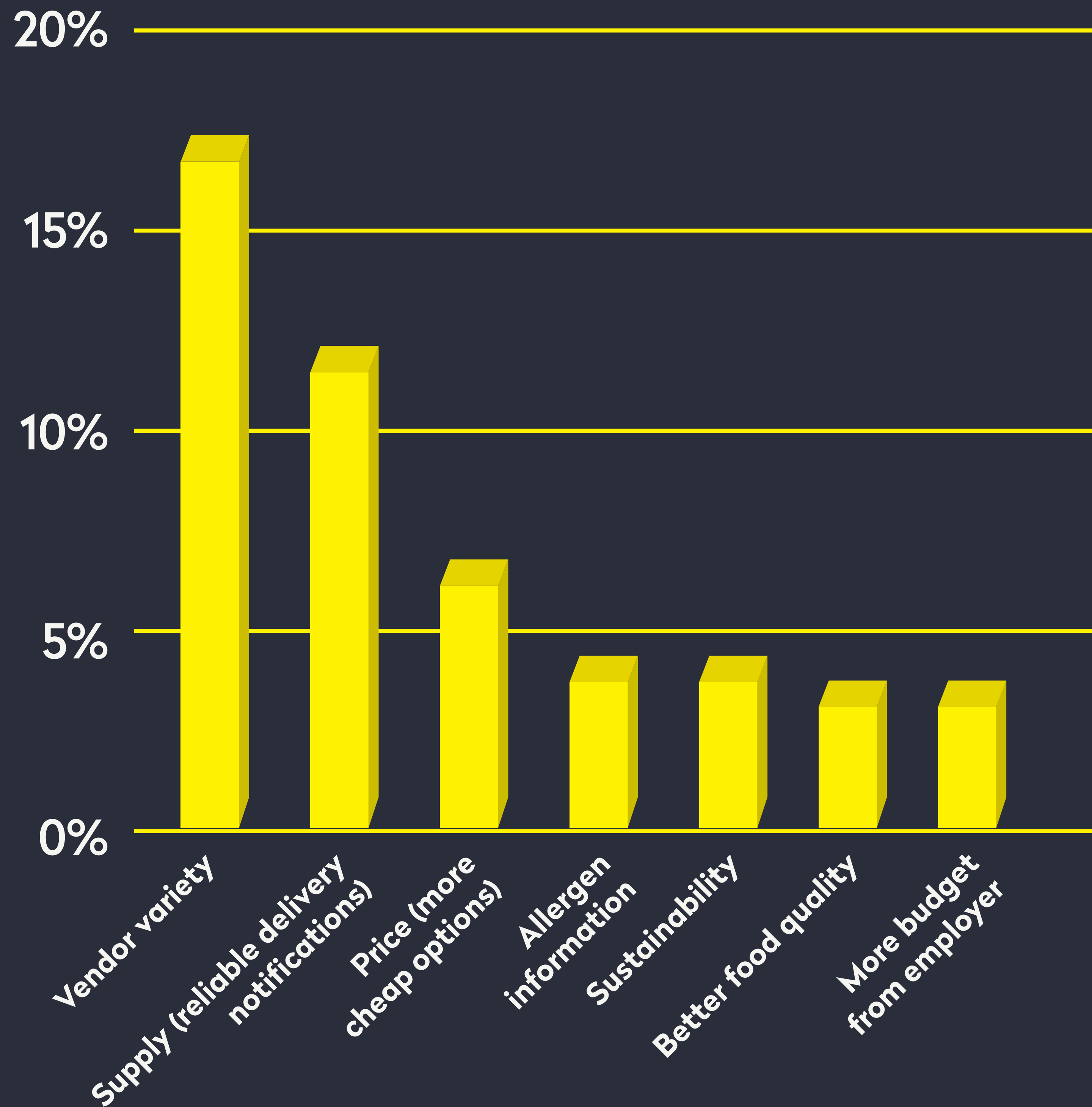
When ordering food - what do you consider the most important?



Following the insights we've gained in this survey, we can see trends in attitudes favouring services that make life easier, save time and reduce admin for OMs and assistants

This is further highlighted here - the most important elements when ordering food for the office are the ability to order in advance and having a clear delivery window - this helps OMs plan ahead and keep organised.

What can be done to improve food in your office?



Office managers and assistants are at the front-line of providing employees with a positive and efficient workplace experience, so it's no surprise that when looking at how office food can be improved, the top suggestions are directly related to:

- Providing colleagues with food **variety** so they're happy
- **Supply** - to ensure deliveries are on-time and reliable
- **Price** - making budgets go further



Key

takeaways

Office managers & assistants are **BUSY**

Office managers and assistants are experts at multi-tasking and juggle **a lot**:

- They play a crucial role in cultivating company culture
- They ensure everything is running smoothly in the office
- They choose the right suppliers (and manage those relationships)
- They directly assist different team-members

However they regularly feel overworked and don't have enough time in the day to get things done.

People are at the heart of employee satisfaction. Cultivating relationships and friendships with co-workers gives OMs and assistants the most job satisfaction and employers should ensure they're giving people the time, space and opportunity to build positive company culture.

Broader benefits are **BEST**

Overall the best workplace benefits are the ones that add to an individual's life inside or outside the office - niche benefits are not as popular, nor are they used as much. Training, healthcare and food can be used by everyone and has a big effect on improving employee's working lives.

What part does food play?

- It's a favourite with office managers, assistants and the wider team
- It's the most-used because everyone eats!
- It can help bring people together, spending important time away from their desks during the working day

Office managers & assistants make the decisions

Managing multiple supplier relationships regularly cause added challenges to office managers and assistants, which is why it's very important for them to be part of the decision-making process when sourcing and deciding on different suppliers.

Office managers and assistants are already short on time - preferred suppliers need to ensure they're helping to make their work lives easier by cutting down on admin time.

CITY PANTRY

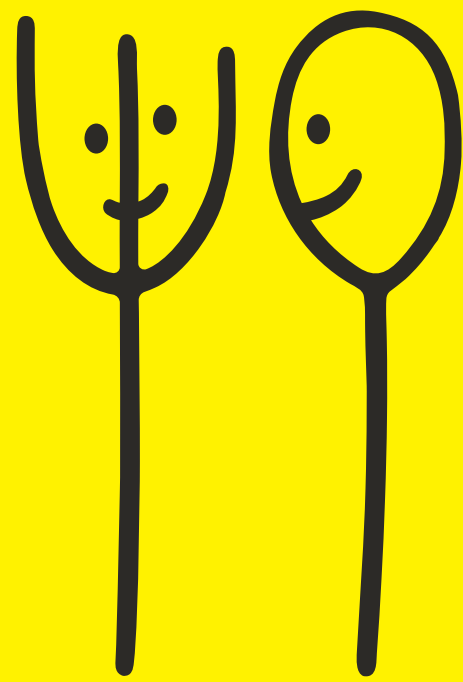
We are the UK's leading office-food delivery platform. Connecting corporate customers with over 700 restaurants and caterers across the UK, we feed over 50,000 people at 800+ companies every week. Easily search for great

food by cuisine, budget, headcount, dietary requirements or meal types. Our dedicated team are committed to providing you with the best-possible experience, because people are at the core of what we do and why we do it.

ABOUT

US





CITY PANTRY

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