Office Coordinator

Cheerful Twentyfirst

Location: Oxford Circus, London, UK
Position Type: Full-time
Office Requirement: 5-days Onsite
Closing Date: Applications due 13th November 2026

To apply, please send a cover letter outlining why you are suitable for the role, along with your CV to careers@cheerfultwentyfirst.com. Subject Line to include: OC2026

Our mission is to inspire audiences, wherever they are in the world.

We are Cheerful Twentyfirst; a creative brand experience agency based in London, New York and Cannes. We specialise in strategic and impactful live events, with best in class creative and your audience at the heart of everything we do.

Who we are looking for:

We're looking for an Office Coordinator to join the team. As Office Coordinator you will be the heartbeat of our office environment. You will be responsible for keeping our physical workspace vibrant, welcoming, fully stocked, and running smoothly every day. From welcoming guests and managing supplier relationships, to keeping an eye on health and safety and managing our hot desk booking schedule, you will ensure our workplace reflects Cheerful Twentyfirst's creative and high-energy culture.

We are looking for someone with at least one year's experience working in a fast and fun agency environment. Our perfect candidate will be someone who shows initiative, who can suggest new ways of working, efficiencies and improvements. In return, we offer the autonomy to make key decisions about the office alongside senior leadership, as we create a space that everyone in the agency is proud

to call home.

This role is office-based in central London, 9.30am - 6pm. We are looking for the right person, who wants to make this role their own and become an integral part of the agency culture.

Key Responsibilities & Duties

Daily Operations

- First Impressions & Hospitality: Welcome guests, answer the intercom, and handle incoming packages and deliveries with warmth and professionalism.
- Keeping the office in tip-top shape - we are looking for someone who will take pride in the space, ensuring that the agency's needs are met and staying one step ahead of requirements, using their initiative to suggest changes, efficiencies and improvements
- Opening & Closing: Open up the office to ensure it is client-ready and assist with secure evening close-ups.
- Kitchen & Refreshments: Maintain and clean the coffee machine; complete general coffee top-ups; inspect fridges; and keep the kitchen clean, tidy, and fully stocked throughout the day.
- Workplace Standards: Actively encourage and enforce our Clear Desk Policy to maintain a tidy, secure, and inspiring work environment. Build good relationships with colleagues and address issues confidently and constructively if standards slip.
- Meeting room management

Weekly Duties

- Kitchen Supplies & Procurement: ordering essentials and treats for the agency, ensuring the basics are always available, working with the social committee to cater in-office team events and taking the initiative to ensure the agency feels like a home
- Health & Safety Compliance: Conduct weekly fire alarm testing (sounders and emergency lighting checks) and maintain accurate log records.
- Hot Desk Management: Own the weekly office desk booking process, making sure that people complete them, keep bookings and schedules up to date, and help colleagues make effective use of the space.
- Maintain a visitor ready office and coordinate meeting room preparation, refreshments and catering when requested in advance by the meeting organiser.

Ad-Hoc & Facilities Support

- Supplier & Vendor Management: Serve as the main point of contact for internal workplace suppliers (e.g., plants, stationery, refreshments).
- Facilities & Maintenance: Liaise with contract cleaners, oversee minor repairs or building

maintenance tasks, and manage off-site storage logistics
- Safety & Compliance: Assist with full annual/periodic fire alarm tests and ensure workspace H&S standards are maintained.
- General Workplace Support: Assist the wider operations team with ad-hoc office projects or event setup needs as required.
- New Starter Onboarding: Coordinate the practical arrangements for new starters, including their first day welcome, desk and equipment readiness, and induction schedule. Follow up with managers, People & Culture and IT to ensure agreed onboarding tasks are completed.
- Maintain a welcoming, well presented office and support the implementation of agreed styling ideas led by the creative team

About You (Skills & Experience)

- Experience: Previous experience in an office administrative, front of house, or workplace support role (agency experience is a plus!).
- Proactive & Hands On: You take pride in creating a great workspace environment and aren't afraid to roll up your sleeves to get things done.
- Organised & Reliable: Highly organised with great attention to detail, strong time management skills, and a trustworthy approach to duties.
- Friendly & Welcoming: Excellent communication and interpersonal skills, you love greeting visitors and engaging with team members.
- Safety Minded: Awareness of office safety standards (experience with basic fire alarm testing or H&S checks is preferred, but training will be provided).
- Confident Communicator: You build rapport easily and are comfortable giving colleagues a friendly but clear reminder when something needs attention.
- Organised and Discreet: You can balance hands-on office tasks with administrative work.

Why Join Cheerful Twentyfirst?

- Culture: A collaborative, creative, and lively team environment.
- Impact: A key operational role where your work directly shapes the day to day experience of our staff and clients.
- Growth: Opportunities to learn across operations, facilities, and agency workflow management.

We're a global team that champions a culture of creativity and ideas sharing. As part of the team, you can expect to learn from the best, experience an array of interesting projects and work with leading global brands. We offer a competitive package and benefits. Among our 75+ awards, we were recently awarded Global Agency of the Year and best Creative agency for the 8th year in a row. We encourage applications from all backgrounds. Cheerful Twentyfirst is an equal opportunities employer and will make all reasonable adjustments required at interview and throughout the recruitment process.

To apply, please send a cover letter outlining why you are suitable for the role, along with your CV to careers@cheerfultwentyfirst.com. Subject Line to include: OC2026