



## #TeamTalks: Naomi Lea

Naomi is office manager at Clavis, a role which sees her taking care of day-to-day operations across departments, ensuring everything ticks over as it should!

Working closely with company directors, Andrew and Mark, Naomi enjoys being part of the organisation's planning as well as numerous operational activities on a daily and weekly basis.

### Growing with the business

Naomi joined the business in June 2014, joining straight after graduating from university. Clavis was Naomi's first 'real' job, joining in the position of office assistant after finishing her exams in May 2014.

Growing alongside the business, gaining more responsibility and knowledge over the years, Naomi progressed to the role of office manager in May 2018.

Her tasks include everything customer relations, sales, purchasing and accounts-related, all areas which she leads on. A typical day could include:

- ensuring that the company's sales, purchasing and accounts systematically work together
- contribute to various projects with different engineers across the business
- correspondence with both customers and suppliers

### Personal and professional pride

On a personal level, Naomi has really enjoyed taking on a managerial role and building upon the office processes with a fresh set of ideas. Together, with the support of the directors, she has updated a number of processes and systems, which have in turn made the whole team work more effectively.

Naomi's highlight of 2019 for the business, included taking home two awards at the North Tyneside Business Awards: the Digital & Innovation Award and the Business of the Year Award.

### Fuelled by ideas and inspiration

The office staff and Naomi are always looking to improve existing systems to create efficiencies. Working in a collaborative environment allows for the continuous improvement of individuals and the team as a whole, which is critical to personal development as well as creating a positive employee experience for the whole group.

Naomi thoroughly enjoys working in a close-knit team and finds it incredibly rewarding. She recognises the beauty of working in a smaller business is that you get to learn a significant amount and be involved in so many different projects.

### Enhancing customer experience

Team Clavis are looking to integrate new exciting technologies to improve internal processes and enhance customer experience.

Keen to play her part in Clavis' brand story, Naomi is eager to see what the rest of 2020 holds, and looks forward to embedding new approaches and ideas across the business.