

BOMPAS & PARR

Job title: Studio and Operations Manager

Contract type: Permanent

Location: Bermondsey studio

Reports to: Directors

Salary: Based on experience



Lazy Oaf x Juju bespoke jelly. Photo credit Iona Wolff

Bompas & Parr is recruiting an ambitious and experienced Studio and Operations Manager to join the management team. The role is the lynchpin of the studio; taking responsibility for the smooth day-to-day operations of the studio and providing leadership and support to all team members. The role works alongside the Directors of the company to evolve and innovative better ways of working. The role will work to ensure a rich employment experience and be the driving force behind company culture. This is an incredibly exciting role for a proactive studio manager who is looking to work in a strategic and business focussed role within a pioneering company. You will implement and advise on company decisions and create positive change whilst keeping operations running like clockwork.

Objectives

- Provide human resources expertise in all areas related to the management and development of the business
- Manage day-to-day operations, facilities, finance and compliance of the business and related administration

- Be the catalyst for efficient ways of working and new approaches
- Work with the Directors to maintain a strategic overview of all Bompas & Parr activity and ensure the company is financially sustainable
- Traffic management and allocating resources across projects
- Provide leadership and counsel to the wider studio team and encourage collaboration and integrity
- Maintain a positive and upbeat culture where staff can achieve their personal goals and collectively create outstanding work

Human Resources

- Run the HR division of the company across the core functions; recruitment and selection, employee relations, performance and reward management and learning and development
- Strategic recruitment; resource projects and identify and resolve staffing shortfalls
- Continually assess workforce planning and make proactive recommendations
- Lead contract negotiations
- Provide clear advice and direction for staff on all employment related matters
- Coordinate annual appraisals and performance management
- Conduct on-boarding of all new staff and manage the full employment life-cycle
- Develop and manage a resource network of exceptional talent, freelancers, collaborators and contractors
- Manage employee relation issues, ensuring situations are resolved sensitively, in compliance with all applicable laws and in a timely fashion
- Work to streamline and automate processes and administration tasks
- Collect and analyse HR data

Team Management

- Team manager and line manager to Finance Manager and Studio Assistant
- Establish studio team year plan and goals and regularly refer to them to track progress
- Lead the studio internship programme and work experience opportunities

Finance

- Full control of the yearly studio budget
- Work with the Finance Manager and company accountants regarding PAYE and payroll
- Manage the workplace pension scheme
- Implement and police financial policies alongside the Finance Manager
- Oversee project resources against budgets with account handlers

Statutory | Legal | Policies | Insurance

- Manage the company's legal and statutory requirements and submissions
- Work with project leads to ensure that adequate best practice policies are in place and adhered to
- Work with our H&S consultant to develop H&S training and continual improvement
- Renew all company policies on a regular basis, support the development of new policies and ensure staff compliance

- Ensure that there is adequate insurance cover for all areas of the company's activities
- Monitor and update contract templates, ensuring they are fit for purpose

Facilities

- Manage the upkeep of the studio fabric and equipment
- Ensure compliance with HSE guidance (annual gas safety, air conditioning maintenance, PAT testing etc.)
- Ensure the office is kept clean, organised and presentable and reflects our design culture

IT management

- Manage software licences and email accounts
- Work with our IT consultants to troubleshoot IT issues
- Manage the company's IT hardware
- Manage the company's connectivity

Studio culture

- Create and communicate company guides that streamline policies and protocols
- Manage the studio social budget, team budget and enrichment programme
- Review and manage staff benefits and non-financial rewards
- Organise companywide meetings
- Lead company culture and values

Essential experience

- At least 5 years' experience working in creative management in agency environments
- Have experience in HR management and related administration
- Able to make sound decisions, working with caution to communicate delicate issues with tact
- Experience of detailed financial management
- Understanding of contract, employment and H&S law
- Highly organised with exceptional administration skills
- Calm, tolerant and empathetic in nature
- Exceptional problem-solving skills and able to make quick, informed, operational decisions
- Ability to engage confidently and pleasantly with a wide range of people
- High level of self-motivation, discretion, diligence and attention to detail
- A believer in people and a natural enabler
- A commitment to equal opportunities
- Strong business acumen and creative intelligence

General

- Strong understanding of experience design and the events industry
- Be flexible and adaptable, building strong relationships internally and externally
- Best-in-class interpersonal skills
- Possess a clear passion and energy for Bompas & Parr

- Undertake any other duties as may be reasonably required
- Communicate regularly and effectively with the Directors and to seek support from appropriate staff at the earliest opportunity should problems arise

Team structure: The Studio and Operations Manager leads the Studio team. The role reports directly into the Directors.

How to apply

If you are interested in applying for this position, please email work@bompasandparr.com with 'Studio and Operations Manager' in the subject heading. Please include the following in your application:

- A copy of your current CV
- A cover letter detailing why you feel you are a suitable candidate for this post and what attracts you to Bompas & Parr. Please note, applications not submitted with a covering letter will be rejected

Summary of terms and conditions

- Salary based on experience, paid monthly in arrears
- Annual leave of 21.5 days excluding bank holidays (3.5 days required to be taken between Christmas and New Year)
- The post is based in Bompas & Parr's studio in Bermondsey, SE1

Staff benefits

- Profit sharing bonus scheme
- Competitive workplace pension
- Company holiday property
- Team culture outings
- Christmas studio party
- Early finish every Friday in August
- Increased annual leave after two years of service
- One month paid sabbatical for five years of service

Bompas & Parr is an equal opportunities employer.