

PEOPLE & OPERATIONS ASSISTANT

[Creative UK](#) is the independent network for the UK Creative Industries, and we know that connection changes everything. Our overarching mission is to leverage the economic, social and cultural value of the UK's creative economy. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

We have an exciting opportunity for a new entrant HR professional with an interest in supporting people in the creative sector. As our People & Ops Assistant, you will be at the heart of our systems and processes. You'll provide administrative support to the People & Operations team and our wider team of creative experts. Working behind the scenes, this role is key in helping our people accomplish great things. You will be proactive, always thinking ahead and not shy away from multi-tasking and using your own initiative to troubleshoot and get things done. This new role will support the leadership team with continuous business improvement ensuring that the operations function adds value and champions smart ways of working.

Your work will be split across recruitment and general HR administration, travel and accommodation bookings and wider general operational support. Keeping your ear to the ground you will thrive on learning and finding smart solutions and acting at pace with the support and guidance of HR and operational expertise.

We're looking for someone who is adaptable, a problem solver and readiness to just roll up your sleeves and get stuck in. You'll be passionate about people, always pay attention to detail, a confident communicator, bringing your personality to work and interacting with people on a human level. If you are passionate about people, looking to begin or build on your administrative skills, then we want to hear from you!

LOCATION: Bristol or London, hybrid working, min 2 days per week in an office

STARTING SALARY: £22,000 FTE + benefits

CONTRACT: 1-year initial fixed term full time (part time may be considered for the right candidate, minimum 3 days per week), scope to become permanent

REPORTS TO: People & Operations Officer

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link* to jobs@wearecreative.uk by 5th June midday.

Please complete our anonymous diversity and inclusion [survey](#). Interviews will take place by video conference W/C 15th June, immediate appointment preferred.

** Video link optional. Creative UK is an inclusive recruiter and happy to make adjustments to our selection process by request*

KEY RESPONSIBILITIES

PEOPLE

Oversee the administrative processes for all recruitment, drafting job adverts, liaising with candidates, arranging interviews and providing guidance to managers where needed

Keeping accurate records of staff holidays, assisting with HR administrative tasks, responsible for day-to-day processes throughout the lifecycle of an employee.

Administer and maintain confidential HR data on the HR SharePoint database; including staff contracts, absence management and records of performance management

Assist in research and planning of staff training

Chief party planner; helping to organise and plan social activities such as away days and the annual Christmas party

Act as a point of contact for HR and operations queries, you will provide day to day guidance on queries with a mindset to always offer a solution.

- Championing Mental Health, well-being and employee engagement initiatives including:
- Designing content for our slack channels; new employees joining, birthdays, well-being posts

Assisting the coordinator with onboarding processes including:

- Liaison with IT to order and set up tech [office365 Windows & Mac users]
- Coordinating an induction schedule with line managers and wider team

OPERATIONS

Act as operational lead in your workspace base (Bristol or London), supporting the team where required day to day

Arrange travel and accommodation bookings for Directors and staff where required

Assist in coordinating venue and courier arrangements in line with company budgets

Monitor and maintain deliveries of stationery, kitchen, IT and printer consumables

Administering company mailboxes and accounts e.g., jobs@ info@, redirecting and responding to external queries where appropriate

Help maintain optimum working conditions in the office, ensuring repairs are organised and implemented swiftly; overseeing cleaning services and ensuring IT problems/requests are dealt with promptly

Booking meeting rooms on behalf of wider organisation

Assist in maintaining tidy workspaces, coordinating any on-site services across all Creative UK sites (currently Bristol, Manchester & London) e.g., repairs, cleaning

Any other duties, which may be reasonably required of the post holder

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing

The candidate:

- Communication skills and desire to liaise with people over the phone and email
- Ability to build effective working relationships both internally and externally
- Strong organisational skills
- Ability to respect confidentiality of information
- Basic IT skills MSOffice, Excel, Outlook

- A willingness to learn and interest in developing a career in HR and operations

All our employees will be expected to demonstrate behaviours associated with our company values. Our values drive the way we work; how we do things is just as important as what we do.

- ✓ We join the dots; collaboration is in our DNA
- ✓ We support and empower; we are here to make a difference
- ✓ We are curious, open & honest
- ✓ We celebrate difference & value equality of opportunity

OUR PEOPLE PERKS

- Study support available (1 year service)
- Fully flexible hybrid working
- Pension enrolment from 3 months service
- Cycle 2 Work scheme, in partnership with Halfords
- Benefits hub, discounts across a broad range of partners
- Employee Assistance Programme, Health Assured
- Mental Health Guardians
- Life Assurance & BUPA (1 year service)
- Summer Fridays, finish at 3pm every Friday throughout July & August
- Your birthday off as paid leave, extra days off over the annual festive period
- 2 paid volunteer days per year to give something back to the community

*Diversity Changes Everything: We value difference and celebrate the creativity that it brings.
We are committed to improving diversity and inclusion across our organisation and industry by championing a variety of backgrounds,
perspectives, identities and talents.*