

OPERATIONS & PERSONAL ASSISTANT, LONDON

[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 currently have 3 busy office bases across London, Manchester and Bristol and have an opportunity in central London for someone who is looking to develop their experience in operations. The ideal candidate will be extremely organised with strong administrative skills and attention to detail. You must be capable of using your own initiative to complete tasks efficiently, be a team worker, and be flexible and effective dealing with last minute requests.

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.

We're looking for someone who is adaptable, a problem solver and readiness to just roll up your sleeves and get stuck in. This is an ideal opportunity for those with a background in operations support, a friendly and confident disposition with an interest in the creative sector. If you are demonstrably organised with the right attitude and ability to provide exceptional support to a busy team then we would like to hear from you!

LOCATION: London, hybrid working, MIN 3 days per week in central London

STARTING SALARY: £25,000 FTE + benefits

CONTRACT: 1-year initial fixed term full time (part time may be considered for the right candidate, MIN 3 days per week, 2 days in office), scope to become permanent following 6 month review.

REPORTS TO: EA to CEO & Operations Manager, London

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link* to jobs@wearecreative.uk by 9th October 2023 midday. Please complete our anonymous diversity and inclusion [survey](#). Interviews will take place by video conference W/C 16th October 2023, 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

Act as operational lead for the London office, 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

Work with the EA to the CEO where required to support the Executive Team, providing PA support primarily (yet not exclusive) to the Director of Policy and/or Managing Director

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

Coordinate security passes/ access to the building; liaising with site services where appropriate.

Assist in maintaining tidy workspaces, coordinating any on-site services across all Creative UK sites as/when required

London meeting support, including papers and attending to practical arrangements, including room bookings, refreshments and attendees' requirements

Assist where appropriate in general support tasks for the London office team and any other duties, which may be reasonably required.

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

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:

- Demonstrable experience of working in a similar office/ reception role
- Good communication skills and the ability to deal with people at all levels.
- Computer literacy – knowledge and demonstrable experience is using MSOffice packages and database applications (experience making travel bookings/meeting room bookings desirable).
- Ability to respect confidentiality of information.
- Highly organised, self-motivated with the personal drive to complete multiple tasks to required timescales and standards.
- A proactive approach – the ability to exercise effective judgment and use own initiative.
- Able to maintain administrative systems and procedures (paper and electronic)
- A flexible approach to work and the capacity to adapt to the changing demands of the job.

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.*