

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.

This is an exciting opportunity for someone starting out in HR/Operations who's keen to develop their career and make an impact in the creative sector.

THE ROLE

As our People & Ops Assistant, you'll play a key role in keeping our systems and processes running smoothly, working closely with the People & Operations team. Your work will primarily cover HR administration, travel and accommodation bookings, and day-to-day operational support.

We're looking for someone proactive, adaptable, and ready to take ownership of tasks. You'll be detail-oriented, a confident communicator, and comfortable bringing ideas and energy into a fast-paced environment where problem-solving is part of the day-to-day.

If you're motivated by working with people and want to strengthen your administrative and operational skills, we'd like to hear from you.

REPORTS TO: People & Operations Manager

LOCATION: Preference for Bristol or Manchester (MediaCityUK), workspaces also available in Central London, hybrid working, min 1-2 days per week in an office.

STARTING SALARY: up to £25,000 FTE depending on experience + benefits

CONTRACT: 6-months fixed term full time (part time considered, minimum 3.5 days/ week), scope to become longer term.

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link* to jobs@wearecreative.uk by **Tuesday 30th September midday**. Please complete our anonymous diversity and inclusion [survey](#).

Interviews will take place by video conference W/C 6th October, 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

Assist with recruitment administration: liaising with candidates, scheduling interviews and supporting campaigns.

Maintain confidential HR records (contracts, absences, performance) via SharePoint

Help organising internal events (away days, celebrations)

Act as a point of contact for HR and operations queries alongside the People & Operations Coordinator, you will provide day-to-day guidance on queries with a solutions-focused mindset.

Support onboarding processes including:

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

OPERATIONS

Arranging travel and accommodation bookings for directors and staff where required.

Track travel receipts and liaise with the finance team where needed

Act as operational lead in your workspace base (Manchester, Bristol or London)

Assist in coordinating courier arrangements in line with company budgets.

Monitor and maintain orders and deliveries of ops equipment for home working and workspaces.

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

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

Essential Experience, Knowledge and Skills:

- Strong organisational skills, able to manage multiple tasks and meet deadlines.
- Excellent attention to detail.
- Clear and confident communicator, both written and verbal.
- Discreet and professional with sensitive information.
- Collaborative team player with a proactive, solutions-driven mindset.
- Flexible and adaptable in a fast-paced environment.
- Competent IT user, especially Microsoft 365 (Outlook, Word, Excel, SharePoint).

Desirable Experience, Knowledge and Skills:

- Previous admin experience, ideally in HR, operations or office support
- Familiarity with HR systems/databases (e.g. SharePoint)
- Experience arranging travel or managing suppliers
- Awareness of equality, diversity and inclusion principles

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

THE PACKAGE

- 35 hour working week FTE
- Flexible/ hybrid, condensed working options

- Pension enrolment 5% employer contribution from 3 months service
- Cycle 2 Work scheme, in partnership with Halfords
- Tailored benefits from 1 years service
- Benefits hub, discounts across a broad range of partners
- Employee Assistance Programme, BUPA
- Mental Health Day, a paid day off work per annum to focus on activities which help you to alleviate stress
- Summer Fridays, finish at 3pm every Friday throughout July & August
- Your birthday off as paid leave, extra days off over the annual festive period
- Paid volunteer day per year to give something back to the community

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, talents, and physical and cognitive differences.