

JOB TITLE: OFFICE/STUDIO MANAGER

REPORTING TO: Managing Director

LOCATION: London

TERM: Permanent

ABOUT US

Cultural Innovations are a multi-disciplinary team of strategists, designers, cultural masterplanners, content developers and creative thinkers. We plan, curate and design world-class cultural experiences that are engaging, audience-focused and inspiring. Based in Southbank, London, we work with museums, visitor attractions, science centres and heritage sites across the globe. There are currently 12 employees of Cultural Innovations plus an extended network of associates, partners and freelance designers and consultants.

JOB SPECIFICATION

To oversee the day-to-day operations of the office and ensure that the office is operating smoothly. Work with and support the Directors and wider team to coordinate company processes and administration including business functions such as HR, finance and IT. The role applies to both physical and virtual offices.

ROLE RESPONSIBILITIES:

Office Administration

- Manage the info@culturalinnovations.com email account and answer and direct incoming calls
- Manage the office on a day-to-day basis and liaise with building management
- Provide administrative support for the Directors.
- Manage and keep up-to-date the ISO 9001 Quality Management System.
- Oversee and manage external facilities services such as cleaning as well as any simple maintenance or emergency repairs.
- Receive and sort incoming post and deliveries, manage outgoing post and arrange couriers.
- Order and maintain stationery, office supplies and equipment.
- Undertake grocery purchases for the office and arrange catering and

refreshments for meetings

- Manage company subscriptions and memberships.
- Manage the Annual Leave/Holiday calendar.
- Plan in-house or off-site activities, like parties, celebrations and guest presentations.
- Be the point of contact with our Travel Consultant and be responsible for co-ordinating the Company's travel arrangements.
- Manage and maintain all office insurance contracts including renewals.

Finance and Project Accounting

- Support preparation of regular financial reports for the Directors.
- Liaise on a regular basis with CI's financial bookkeeper to provide up to date information.
- Review and manage office overheads.
- Issue, track, receive and process invoices, issue purchase orders, and track project expenditure.
- Collate and code company credit card receipts and manage Petty Cash and team cash expenses.
- Produce and update regular Project Financial Reports and Summary Sheets.
- Manage contracts and negotiations with vendors and service providers and office lease.

HR

- Manage induction process for new starters and provide any required briefings
- Maintain internal phone list and staff emergency contacts.
- Support the recruitment of new staff
- Manage confidential HR records relating to identity, salary, pensions, health etc ensuring all data protection protocols are followed

Resource Management

- Manage the resource allocation spreadsheet/schedule, update weekly and review with Management Team.
- Attend Scheduling/Resource Meeting with Management Team
- Manage data collection and integration of time sheets.

IT Support

- Liaise with IT consultant and CI team for managing and maintaining IT infrastructure, equipment and software issues.
- Manage printer contract and maintenance and manage day-to-day printer set-up and operation.
- Manage and log all technical equipment and related support services, contracts

and warrantees.

Health & Safety

- Review and update the Health and Safety policies and ensure they're relayed to the office and observed.
- Prepare for and participate in the annual Health and Safety review and follow up on any actions required.
- Manage accident log.
- Check that data protection laws are being adhered to in relation to the storage of data, and review and update policies.
- Act as one of the appointed Fire Marshalls.

PERSON SPECIFICATION

- Excellent attention to detail
- Ability to multi-task and retain focus in a busy environment
- Excellent knowledge of MS Excel and MS Windows packages
- Discretion and confidentiality when dealing with HR and finance matters
- Understanding of relevant Health and Safety requirements and HR legislation
- Knowledge of office finance procedures including invoicing and basic accounting
- Excellent organisational skills
- Excellent communication and inter-personal skills
- Interest in international cultures, museums, design or heritage would be a bonus