



HARRISON PARROTT

JOB DESCRIPTION

Title:	Facilities, Operations & IT Manager	Reporting to:	Chief Operating Officer General Counsel
Salary range:	£35,000 - £40,000 depending on experience	Basis:	Full time, London office based
Closing date:	22 nd February 2019		

About us

This is an amazing opportunity to join an award-winning artist and project management agency at an exciting time of expansion.

Innovation, expertise and responsiveness have been the hallmarks of HarrisonParrott ever since its foundation in 1969 when Jasper Parrott and Terry Harrison pioneered a new approach to artist and project management. Today, that restless and challenging spirit is as strong as ever, shared across one of the most experienced teams in the business.

We have more than 70 employees who speak a total of 11 European languages as well as Japanese, Mandarin, Cantonese, and Russian. With offices in London, UK, Munich, Germany, and Paris, France we operate on a truly global scale. While our main focus is classical music, we also work with other art forms, including ballet and theatre, and have an in-house boutique agency, Polyarts, that manages artists from a wider range of music genres.

We seek people who match our pro-active drive and ambition with a can-do attitude, who are excited about playing a key role in the future of the Arts on a global scale.

We are an equal opportunity employer and value diversity. We welcome applicants from all backgrounds.

Job purpose

Reporting to the COO and General Counsel the three primary purposes of this role are:

- To act as the person responsible for all facilities matters for the Company; and
- To act as the person responsible for all day to day operational running of the business; and
- To act as a general first point of contact for day-to-day technology queries and assist users in resolving issues. The Company's main IT support is provided by an outsourced provider and it is therefore anticipated that most of this part of the role will be to act as the main liaison between employees and the provider but basic level desk side support may be included.



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They will be expected to manage themselves and work without supervision. This is a good opportunity for someone to gain a broad portfolio of skills in an interesting and fast-paced, but friendly environment.

Key relationships

COO, CFO, External IT Provider, Directors, Associate Directors, Managers and Coordinators.

Key accountabilities

Facilities

- Direct and oversee estates and facilities management for HP London premises to provide high quality estates and office services management through strategic and operational management of maintenance, facilities, services and relevant contracts.
- Manage the relationship with landlords and managing agents.
- Ensure that all relevant contracts operated in accordance with their service level agreement.
- Ensure effective contract arrangements relating to HP estates, property and facilities (London office – including such matters as rates, service charges etc) and quality of services provided and practices of site personnel.
- Ensure site-related Health and Safety and control, audit and improve Health and Safety assurance, processes and procedures including responsibility for PAT and other regular safety testing.
- Ensure effective planning and delivery of all building projects, to include future relocation project, redevelopments and improvements to existing sites.
- Ensure effective management of budgets and inventories relating to facilities and estates assets and maintenance.
- Work effectively with external consultants to deliver agreed outcomes.

Operations

- Coordinate the implementation of operational company policies across the various areas of the company, working with COO and CFO.
- Health and Safety, acting as the Responsible Person, coordinator and main point of contact for all Health and Safety matters.
- Ensure all operational contracts are efficiently monitored and managed in order to deliver both best practice and cost effectiveness for the business.
- Management of office services by ensuring office operations and procedures are organised, correspondences are controlled, filing systems are designed, supply requisitions are reviewed, approved and monitored. The Senior Office Administrator reports in to the HR Manager however this role will have assistance for certain tasks from the SOA.
- Maintain office procedures for effective office management.
- Responsible for the cleaning contracts, cleanliness of the suit of offices and waste management.
- Ensure that the cleanliness and presentation of the site is of the highest standard.
- Responsible for staff and visitor parking arrangements.
- Management of both landline and mobile phone systems, other electronic devices and contracts for these devices ensuring cost effective analysis.



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- Managing (in coordination with the IT providers) the Facilities and Operations elements of the Business Continuity Plan.
- Acting as the Company's Data Security Co-ordinator and working with the COO & GC (who acts as the Data Controller) to ensure all aspects of the Company's activities are GDPR compliant including undertaking all GDPR Training.

IT

- Set up and install new accounts, computers and mobile devices for end users
- Audiovisual support for conference rooms and presentation screens
- Basic user administration of cloud services
- Maintain documentation, asset lists and spares
- Ensure IT and security policies are adhered to
- Support printers and ensure availability of toner
- Liaise with third parties for repairs and procurement
- Work effectively and supportively with the main external IT providers
- Deal with and resolve day-to-day queries as a first point of contact quickly and efficiently
- Be proactive in providing training to non-technical people
- Willing to be an internal 'product champion' for technology – a real enthusiasm for the benefits technology can bring
- Proactively manage end-users, both in terms of their expectations and also to see and deal with issues as patterns not isolated incidents and work with the outsourced providers to develop solutions
- This role may involve very occasional work at end users homes as well as at the main offices in London, Munich and Paris

Benefits

- 25 days of paid holiday per year in addition to statutory bank and public holidays. 5 of these days are to be taken during the office closure period in December.
- Company Pension Scheme.
- Life assurance: 3 x annual salary.
- An interest free season ticket loan.
- Annual ticket allowance for HarrisonParrott artist events.
- On-site shower facilities.
- On-site gym, free to use

Additional Information

Completed applications are to be sent to hr@harrisonparrott.co.uk and must include a copy of your CV, completed application form and equal opportunities form.

An initial telephone interview may be possible if you are currently living outside the UK. Please note the essential requirements listed below when completing your application.



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PERSON SPECIFICATION

Skills and Experience:	Essential:	Desirable:	Assessment method:	
			Application:	Interview:
Substantial experience in a comparable role of Facilities Manager	✓		✓	✓
Efficient, responsible work ethic and ability to work under pressure	✓		✓	✓
Excellent attention to detail	✓		✓	✓
Excellent communication skills, particularly verbal	✓		✓	✓
Self-motivated and able to work on own initiative within a team environment	✓			✓
Flexible and collaborative approach, and responsive to changing and demanding environment	✓		✓	✓
Positive approach to learning in role and identifying own training needs as appropriate	✓		✓	✓
Open and friendly nature with excellent inter-personal skills	✓			✓
Ability to interpret and utilise financial and commercial information	✓		✓	✓
Education to a degree level or equivalent	✓		✓	✓
Previous experience of operational management in a similar environment	✓			
IOSH managing safely qualification		✓	✓	✓
Knowledge of Classical Music		✓	✓	✓
Competent in at least one other European language		✓	✓	✓
