



HARRISON PARROTT

JOB DESCRIPTION

Title:	Office, Facilities & Operations Manager
Reporting to:	COO & GC
Salary range:	£30,000 - £35,000 depending on experience
Basis:	Full time, Monday – Friday office based
Location:	London: The Ark Hammersmith
Closing Date:	9:00am Friday 24th January 2020

About us

This is a truly unique 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 by a three generation team including many of the most experienced and respected managers in the business

We have more than 75 employees with over 11 different mother tongues including Japanese, Mandarin, Cantonese and Russian. With offices in London, Munich and Paris and with colleagues based in Istanbul and Beijing, we work on a truly global scale. Our vocal department with its fine roster of over 60 singers is highly regarded and active throughout the world. While our main focus is classical music and the international management of performing artists, we also like to work in arts disciplines, including ballet, opera and theatre and our Polyarts brand manages artists from a wider range of musical genres.

We seek people who will share our pro-active ambitions and energies and who are excited about playing a role in the future of the arts on a global scale.

Job purpose

To proactively take responsibility for the effective and efficient running of all office, facilities and operational matters within the Company. This role reports into the Chief Operating Officer and General Counsel.

The successful applicant will be used to, and able to manage, many different simultaneous tasks, prioritising and seeing things through in a calm and coherent manner.

They will also be a resource for the Company who want to learn more about different operational techniques and systems and will be expected to champion and train colleagues to use effective operational management and systems including operating tech (e.g. Zoom in our meeting rooms, showing and training staff on messaging systems, etc). They will be expected to manage themselves and work without regular supervision.

Whilst this role has no daily responsibility for "hard" IT (which is outsourced to an external provider) an understanding of technology and the ability to use "soft" skills in guiding less technologically minded colleagues is required.



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This is a great opportunity for someone with a broad portfolio of skills in an interesting and fast-paced, but friendly environment.

Key relationships

COO & GC, CFO, Directors, Associate Directors, Managers and Coordinators.

Key accountabilities

Office Management & Operations

- Line manage (with HR Manager) Administration and HR Coordinator, responsible for management, training and guidance of reception staff.
- Coordinate the implementation of operational company policies across the various areas of the company, working with COO & GC and CFO.
- Health and Safety, acting as the Responsible Person, coordinator and main point of contact for all Health and Safety matters.
- Business Continuity Planning, acting as Responsible Person, coordinator and main point of contact for all BCP matters.
- Ensure compliance with functional data protection requirements and law.
- Management of office services by ensuring office operations and procedures are organised, correspondences are controlled, filing and archiving systems are designed and maintained, supply requisitions are reviewed and approved and that clerical functions are properly assigned and monitored.
- Maintain office procedures for effective office management.
- Responsible for the cleaning contracts, cleanliness of the suite of offices and waste management in an environmentally and financially sustainable manner.
- Ensure that the cleanliness and presentation of the site is of the highest standard.
- Responsible for staff and visitor parking arrangements.
- Management of all telephony services, other electronic devices and contracts for these devices ensuring cost effective analysis.

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 the department budget is controlled and constantly look to improve cost-effectiveness.
- Ensure that all relevant contracts operate in accordance with their service level agreement.
- Ensure effective contract arrangements relating to HP estates, property and facilities (London office) 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, including any possible relocation projects, 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.



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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:
Previous experience of operational management in a similar environment	✓			
Substantial experience in a comparable role	✓		✓	✓
Efficient, responsible work ethic and ability to work under pressure	✓		✓	✓
Excellent attention to detail	✓		✓	✓
Excellent communication skills	✓		✓	✓
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	✓		✓	✓
IOSH managing safely qualification	✓			
Knowledge of Information Technology		✓	✓	✓
Education to a degree level or equivalent		✓	✓	✓
Knowledge or interest in Classical Music		✓	✓	✓
