

Office manager

Job description

March 2022



We help arts organisations
inspire their audiences.

Certified



Corporation

This company meets the
highest standards of social
and environmental impact

Office manager

Overview

We are looking for someone who loves methodical order and enjoys implementing the systems to make it happen.

You'll be in charge of our admin, from the day-to-day bookkeeping to arranging our monthly cultural outings.

This is a hands-on role for someone who wants to get stuck-in. You'll be a vital part of our team, providing and maintaining a structure and environment for our team to thrive in.

This is a busy multi-faceted role with many regular tasks alongside the need to take on wider projects and to deal with problems and opportunities as they arise.

You'll need to juggle many tasks whilst maintaining a cheerful and helpful approach to clients, colleagues and suppliers.

This is a job that you can make your own and a fantastic opportunity to learn and develop. We are looking for someone to exceed our expectations and challenge our preconceptions.

We can imagine the role stretching in all sorts of directions, to suit your interests and skills. Or it might suit someone who just loves the day-to-day admin of a studio.

Salary: around £25K – £28K

We're genuinely open to a discussion if you feel you are worth more, or if you feel you'd need to work up to this level.

Location: open to discussion

We are a team (not a collective of freelancers). Some work fully or partly remotely but most enjoy the collective culture of our studio in Greenwich, London.

This role is to manage many studio-based tasks so you will need to be in the studio most of the time. We're happy to chat about a balance to suit you and this role.

How to apply: write (don't send a CV)

We want to know about you not where you lived or went to school. Write to us about why you'd be the ideal fit for our team. Include examples of why you will be the perfect fit and why you'd be interested in working here.

Apply by: 11am, Monday 21st March

Email opportunity@cogdesign.com
We've got work to get on with straight away. But we'll wait for the right person.

Responsibilities

- Maintaining our working environment or finding the right partner suppliers to do so
- Overseeing health and safety duties, and fire safety provision
- Providing confident IT support to our team and maintaining our computer network
- Scrupulous day to day bookkeeping, invoicing and record keeping, liaising with our Director to ensure that bills are paid and that we charge promptly for our work
- Acting as the first point of contact for our clients by answering the phone and greeting guests
- Organising our monthly Breakfast Briefings with external speakers
- Liaising with suppliers and nurturing relationships to ensure we get the best value (not just the cheapest)
- Managing our administrative systems while always looking out for ways to improve them
- Organising activities including our monthly cultural outings, Xmas meal and annual team discussion days
- Championing equity, diversity, inclusion and belonging at Cog
- Always seeking new ways to make our work and our studio more environmentally sustainable

Qualities

We're looking for someone who can show us they'd be a great addition to our team. That probably means they can demonstrate the following:

- Organised with a meticulous eye for detail
- Ability to manage concurrent projects
- Excellent written and verbal communication
- Numerate with experience in bookkeeping and purchasing
- Comfortable following existing (written) instructions when needed, and using your own initiative when appropriate
- An understanding of when to escalate and when to use initiative
- Positive attitude and energetic approach to working in a team. A self-starter with a desire to constantly improve and develop
- Interest in the work of Cog and our clients

Additionally some of the following qualities would be useful:

- Experience of working in a creative office/studio environment
- A knowledge and experience of working in the arts, cultural and heritage sectors
- Knowledge and experience of using Harvest (project management and time-tracking), Xero (accounts), Google Apps for Business and Adobe Creative Cloud
- IT knowledge and ability to troubleshoot problems

What's it like at Cog?

We create our best projects with people who are genuinely excited about their jobs so we choose only to work with those people. For us that means working exclusively in the world of arts and culture.

Using WordPress as our main content management system, we design and build unique websites that help arts organisations inspire their audiences.

Formed in 1991, we are probably the UK's most experienced agency working in the arts.

We are experts in the technology (especially in ticketing integrations) and we speak in plain English because we are confident enough not to need to hide behind jargon or acronyms.

Our studio, right next to Greenwich station, has all the things you might expect (including a pool table, a well-appointed kitchen and a cupboard of fancy teas) and some things you might not (like an indoor garden and fishpond).

Cultural advocates

We firmly believe in the power of culture to transform lives.

We work for free on campaigns to raise awareness and lobby for greater recognition of the arts, especially for the importance of creative subjects in education.

We are financial supporters of initiatives such as Arts Emergency, the Black Ticket Project and Blueprint for All. And we are the 'in-house' agency for the National Campaign for the Arts.



Certified B Corporation

Profit is vital to our business but it isn't our only driver. We also want our business to be sustainable, equitable and inclusive. For that reason we are a Certified B Corporation.

That means we have met exacting standards about the way we value our team, the efficacy of our working practices, the choices we make around suppliers and the overall benefit we provide to society.

It means we have an unwavering ethical policy; an active approach to equity, diversity and inclusion; and a positive stance on accessibility and inclusivity.

And we are on a journey towards a fully sustainable studio, including carbon positive website hosting.



Cog Nights and Cultural Calendars

We fund a monthly cultural outing that we call Cog Nights; we mix in-person outings and online experiences so we can involve our remote team.

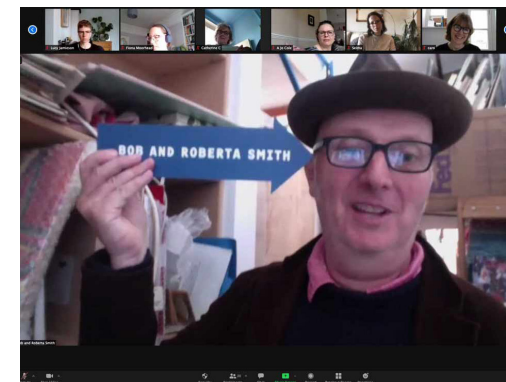
We review our Cog Nights on our website and we support emerging talent by commissioning a new illustrator to provide each header image.

And we send a monthly Cultural Calendar of our reviews and recommendations to an ever growing email list.

Discussion days

At least once a year, in May, we close the studio and invest a day or two in ourselves; most of our remote team join us in person.

We spend the day learning from the past and planning the future. Everyone is invited to contribute to the agenda and join the conversation. Together we contribute to the decisions that shape the company's direction. And we continue into the evening with discussion and dinner.



Breakfast Briefings

We run early morning, monthly sharing sessions that we call Breakfast Briefings.

We invite speakers from a wide range of backgrounds: artistic directors, politicians, marketers, technologists, artists, curators, makers and many more.

We invite a select (and growing) list of clients and friends to join us in the audience. It's been great to make introductions and spark collaborations.

And on the off weeks we often host internal learning sessions where members of our team share their expertise and research with the rest of us. It's a great platform for talking about the topics that matter most to us.