

JOB DESCRIPTION

JOB TITLE

Operations Manager

LINE MANAGER/S

Director, Associate

SALARY

£40,000 - £50,000 per annum - Dependent on experience

CONTRACT TYPE

Permanent

HOURS

Full time (40 hours) with the working hours Monday – Friday, 09:00 – 18:00. We are open to discussion with suitable candidates regarding a part time role.

LOCATION

10 Stock Orchard Street, London, N7 9RW

Primarily office based, with some remote working if desired. We operate a hybrid working operation and are happy to discuss details with suitable candidates.

ABOUT US

Sarah Wigglesworth Architects (SWA) is a small, well established and highly reputable practice, located in North London. We are based in an award winning, ecological office, designed by Sarah Wigglesworth, our founding Director, and as an environmentally focused practice, sustainability is at the heart of what we do. Our office represents many of the company's core values, demonstrating an ethic of research, sustainability, low impact and respect for resources.

SWA are looking for a confident and self motivated individual to join their team. As operations manager they will be at the heart of the practice, expected to take the lead in a broad range of duties.

Job role responsibilities

Finance

- Manage the company bookkeeper, ensuring all accounts records are accurate and carried out within accounting and HMRC deadlines.
- Manage company cashflow forecast and have a firm grasp of the practice's current and projected financial standing.
- Ensure payment of all invoices correctly and within payment terms.
- Manage payroll, salary payments, pensions and other PAYE duties.
- Client invoicing and chasing debtors.

- Carry out financial analysis to best represent the practice's financial activity.
- Present financial reports and lead monthly management meetings.
- Work with the architectural team to monitor job progress and profitability.
- Manage resourcing for project programmes.

Business Development

- With the director and associates develop the practice's business plan.
- Manage Tender Portals and assist with bids and competitions.
- Assist with fee proposals and resourcing planning.

Human Resources

- Ensure SWA policies comply with current HR laws and regulations.
- Manage all major HR matters. Including, but not limited to maternity/paternity, amendments to contract, grievances, disciplinary action, flexible working, EDI development, redundancy, promotions and benefits etc.
- Plan for and manage recruitment processes for staff of all levels and roles.
- Manage staff induction, appraisals and performance management, annual leave and salary reviews.
- Draw up contracts, ensuring documents and practices comply with current employment and H&S law.
- Act as line manager for other administrative staff as required.

Office Management

- Accountable for all general administrative and housekeeping duties – cleaner, window cleaner, fire and security companies, energy companies etc.
- Ordering/maintaining IT equipment, licensing, and software systems. Overseeing updates and roll outs of new systems and protocols.
- Office based and COVID-19 Risk assessments.
- Manage all insurance renewals (PII, Employers, Office, Cyber) and updates.
- Manage the ISO 9001 accreditation and manage workflow. Maintaining compliance, implementing changes and managing the annual external audit process.
- Manage all business legislation changes and manage their effect and implementation into the practice i.e. GDPR, HR, Pension changes etc.
- Arranging social events and staff gifts.

Publicity and PR

- Act as first point of contact and manage opportunities with external PR consultants.
- Newsletter – Manage and create content for quarterly newsletter.
- Website updates and PR pipeline planning, including Social Media planning and content creation with designated architectural team member.
- Awards – keep abreast of upcoming awards and assist with submission preparation
- Liaise with photographers, collaborators, event organisers and any other PR related contacts when required.

Person Specification

- Proficient in Microsoft Office suite.
- Proficient in Xero.
- Proven knowledge and experience of managing HR/managing people.
- Proven knowledge and experience of managing business finances.
- Equally comfortable working on their own and as part of a team.
- Excellent communication and interpersonal skills, with a proven ability to take initiative and build strong, productive relationships.
- A flexible and pro-active attitude with exceptional time management.
- A genuine interest in sustainable design and the built environment. Ideally the candidate will have 3 – 5 years + experience in the architecture industry.
- Eligibility to work in the UK.

HOW TO APPLY

To apply for this role, please email our jobs@swarch.co.uk and address your application to Sarah Wigglesworth.

Within your application please include the following:

- A covering letter outlining your interest in the position and working with SWA, as well as how you meet the job role criteria and what you feel you could contribute to the role and our practice.
- A brief summary of your relevant experience and an accompanying CV (no more than 2 pages).

APPLICATION TIMEFRAME

Applications deadline Friday 12th November 2021. However, we welcome early applications.

We may invite suitable candidates to interview before the application deadline.

At SWA we are committed to our team reflecting the diverse communities we design for. All qualified applicants will receive consideration for employment without regard to race or ethnicity, religion or spiritual and philosophical belief, gender identity or expression, sexual orientation, disability (including neurodiversity), pregnancy and maternity or age. We welcome applications from everyone.

Equal Opportunities Monitoring Form

Sarah Wigglesworth Architects are committed to being an equal opportunity employer and promote a diverse and inclusive community.

We ask you to help us monitor and achieve this by completing this form along with your CV and/or application. The information you provide is used for no other purpose and will be treated as confidential. This form will be separated from your application upon receipt and will not be seen by anyone involved in the recruitment process.

Job role you are applying for:

How did you hear about SWA/this post?

1. What is your nationality?

2. Which gender do you identify with?

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Man | <input type="checkbox"/> Transgender |
| <input type="checkbox"/> Woman | <input type="checkbox"/> Non-binary |
| <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Intersex |
| <input type="checkbox"/> Another preferred description..... | |

3. Do you consider your identity to be different from your registered sex at birth?

- | |
|--|
| <input type="checkbox"/> Yes |
| <input type="checkbox"/> No |
| <input type="checkbox"/> Prefer not to say |

4. Which age category are you in?

- | | |
|--------------------------------|--|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 45-54 | |

5. Do you consider yourself to have a disability according to the definition in the Equality Act 2010? This includes dyslexia and other neurodiversities.

<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say

The Equality Act defines a disabled person as someone who has a mental or physical impairment that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities. If you have a condition which fits the definition, please tick 'Yes' even if you are not limited by your condition.

6. What is your Ethnic Group? Please choose one option that best describes your ethnic background

Asian or Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Another Asian background	Black or Black British <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Another Black/Caribbean/African background
Mixed/Multiple ethnic group <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Another Mixed/Multiple ethnic background	White <input type="checkbox"/> English/Welsh/Scottish/Northern Irish <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Another White background
Other ethnic group <input type="checkbox"/> Arab <input type="checkbox"/> Another ethnic background	<input type="checkbox"/> Prefer not to say

7. What is your religion or belief? (continued overleaf)

<input type="checkbox"/> Buddhist <input type="checkbox"/> Christian (all denominations) <input type="checkbox"/> Hindu <input type="checkbox"/> Jewish <input type="checkbox"/> Muslim <input type="checkbox"/> Sikh <input type="checkbox"/> No religion or belief / Atheist
--

- Prefer not to say
- Not sure
- Another religion or belief

8. What is your sexual orientation?

- Lesbian
- Gay
- Bisexual
- Queer
- Another preferred description.....
- Questioning
- Asexual
- Heterosexual/straight
- Prefer not to say

9. What is your relationship status?

- Married
- Civil Partnership
- Single
- Prefer not to say

10. Do you have responsibility for dependants? (Dependants relates to children, or elderly or other person for whom you are the main carer.)

- Yes
- No
- Prefer not to say

11. What type of school did you mainly attend between the ages between the ages 11 and 16?

- UK state run or funded school (selective on academic, faith or other grounds)
- UK state run or funded school (non-selective)
- UK independent/fee-paying school (bursary)
- UK independent/ fee-paying school (no bursary)
- Attended school outside of the UK
- Prefer not to say
- Don't know
- Another

11. What is the highest level of qualifications achieved by either of your parent(s) or guardian(s) by the time you were 18?

- At least one has a degree level qualification
- Qualifications below degree level
- No formal qualifications
- Don't know
- Not applicable
- Prefer not to say
- Another

Sarah Wigglesworth Architects

Data Protection Statement

Thank you for completing this short form. SWA uses this information to review compliance with its policies on equal opportunity in relation to recruitment, promotion and throughout the entire employee journey. We will treat all personal information in line with current data protection legislation and our data protection policy. For more information on how we use the information you have provided, please see our privacy notice on our website or contact us at mail@swarch.co.uk

In order for us to process this information and to comply with data protection legislation, we require your consent. By completing this form this signifies your consent to our processing of this information.

The information you provide is used for no other purpose and will be treated as confidential.