Job description:

Practice Manager

Reports to: The Board

Based at: Levitt Bernstein, Thane Studios, London, N7 7PA

Purpose: Wide ranging role, to maintain the smooth running of the Practice and coordinate the support team. This is a part time, studio-based role, overseeing HR, facilities and support to the senior management team.

This position sits at the heart of the practice, ensuring smooth operations while helping to maintain our culture and people focused approach. The role involves supporting people/HR processes and maintaining a welcoming workspace, to ensuring systems are effectively managed. You will also contribute to wider initiatives around team engagement and EOT initiatives.

Occasional travel to our Manchester studio required. This role is studio based, with occasional working from home possible.

HR

- Coordinate and oversee most aspects of HR
- Coordinate staff appraisals
- Manage recruitment processes
- Oversee onboarding and induction process
- Manage staff training, including any Study Tours and mentor programme
- Monitor and maintain all staff records
- Obtain external advice where necessary to update policies or documents re. employment law changes, or to inform HR decisions
- Coordination of SWAG (Staff Welfare group)
- Coordination of Equity, Inclusion and Diversity (EDI) initiatives
- Assist Head of Finance with payroll.

Studio facilities management

- Oversee the general operation, maintenance and presentation of the London studio and provide support to the Manchester studio as needed
- Manage building and maintenance contracts, ensuring planned maintenance, repairs and supplier services are delivered effectively
- Administer utilities, cleaning, recycling, office supplies, kitchen provisions and other supplier relationships
- Maintain fire and security systems and procedures
- Support health and safety across both studios
- Work with the Health & Safety Director and Associate to review general and fire risk assessments
- Support with workstation assessments and include relevant H&S information as part of staff inductions
- Organise internal moves and workspace changes, and any office moves
- Ensure any defects or building issues are identified and resolved promptly
- Reception duties including answering telephones, directing calls, manage all post and managing the reception inbox.

Support to Directors

- Report to weekly Directors meetings, Quarterly Executive board meetings, EOT Board meetings and other meetings, as required
- Produce quarterly HR and Facilities reports to Directors Exec Board Meetings and to EOT Board Meetings
- Attend Senior Management Team meetings as necessary.

Other

- Overseeing of non-finance creative support team
- Overview of project procedures and filing
- Retrieval from and maintenance of remote records archive
- Prepare and manage facilities, HR and welfare budgets

Skills & Experience

- Basic knowledge of employment law and HR processes preferable
- Strong organisational, communication and interpersonal skills
- Experience coordinating or managing facilities, operations or front of house activities
- Working knowledge of health and safety in an office or studio environment
- Proficient in Microsoft Word and Excel; proficiency with InDesign is an advantage
- Experience of overseeing a small team
- Interest in architecture or the creative industries.

Personal Attributes

- Professional, personable and approachable with a proactive attitude
- Organised and methodical, able to multitask and balance priorities
- Detail driven with high standards for presentation and accuracy
- Hands on and practical, willing to get involved in the day to day running of the studio
- Able to work discreetly and handle confidential information responsibly
- Confident, reliable and self motivated
- Value led and aware of social, ethical and workplace responsibilities.