



# Studio manager

## Overview

We are looking for someone who enjoys working in a team, creating and managing the environment where we all thrive.

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.

## Headline details

### 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: hybrid

We are a team. 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 activities; you will need to be in the studio to do that. Minimum of Mon – Wed in our studio in Greenwich, plus other days when our team need studio-based support

### Flexible hours

7.5hrs per day, plus an hour's lunch. Core hours are 10:00 – 16:00, weekdays (so people can start at 7:30 and work 'til 16:00, or start at 10:00 and work 'til 18:30; and anything in between).

### Leave

We offer 25 days of annual paid leave (plus bank holidays) which increases after you've been here two years.

Plus: you can also buy or sell up to five days each calendar year.

## Additional things that mark us out:

- We're a Certified B Corp: we have a proven record meeting the highest standards of social and environmental impact
- You'll always be treated with respect and empathy. You'll work with your manager to keep learning in ways that suit you
- Funded monthly cultural outing with the team – in person (sometimes remote)
- Monthly breakfast briefings with leading figures from the sector
- Regular training sessions delivered by team members and guests
- Membership of the Arts Marketing Association with access to online resources
- Membership of the Typographic Circle with discounted event tickets
- Annual team discussion days – where we celebrate the past and play an active part in planning your future
- Occasional team dinners
- Recruitment referral bonus
- Cycle to work scheme
- Travelcard loans (interest free)
- Free tickets and opportunities to attend shows and client events
- A well stocked kitchen with cupboards full of fancy teas, coffee and biscuits
- The world's best portfolio of the nicest arts clients

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

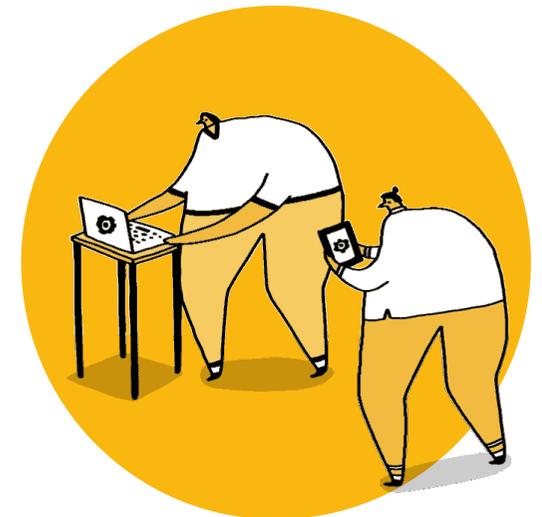
We want to know about you not where you lived or went to school. Write to us about why you'd be the ideal fit for our team.

Include examples of why you will be the perfect fit and why you'd be interested in working here.

### Apply by: 11am, Monday 6th February

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

Initial interviews will be via Zoom. We will ask for your CV after that, and may conduct second round interviews in person at our studio.



# Studio manager

## Main areas of work

### Maintaining our studio

You'll be in charge of maintaining our working environment or finding the right suppliers to do so.

You'll be involved or in charge of everything from feeding the fish to backing-up the server and providing IT troubleshooting.

You'll oversee our fire alarm system and be our first aid contact; and you'll keep our kitchen cupboards stocked with tea and biscuits.

You'll always be seeking new ways to make our work and our studio more environmentally sustainable.

### Bookkeeping/invoicing

You will need to be scrupulous in all areas of bookkeeping and invoicing, liaising with our Director to ensure that we keep accurate records, pay all invoices within a week of receiving them, and charge fairly and promptly for all our work.

### Managing systems

As a busy studio, it's important that we have efficient and effective procedures and systems in place. It will be your job to follow, champion, maintain and constantly improve upon those systems, and document those improvements.

## People focused

This is a people focused role.

We're a team, we work hard, we're passionate about what we do and we are honest and fair in the way we do it; we want to work with people who share these values.

You'll be involved in lots of areas of people management, from organising our monthly cultural outings to helping us remember to celebrate milestones and birthdays.

You'll be organising activities including our monthly cultural outings, Xmas meal and annual team discussion days.

### Liaising with clients

Excellent client relationships are vital to our success. You'll be in the front-line, answering the phone, greeting guests, contacting clients, sending out welcome packs, and setting-up meetings etc.

### Liaising with suppliers

We work hard to make sure we get the best value from all of our suppliers (not just the cheapest). It will be your job to negotiate prices, nurture relationships and manage specific tasks.

### Championing our values

Like everyone in the Cog team, you'll be an advocate for our values as a Registered B Corporation, especially around Sustainability, Equality, Diversity, Inclusion and Belonging.

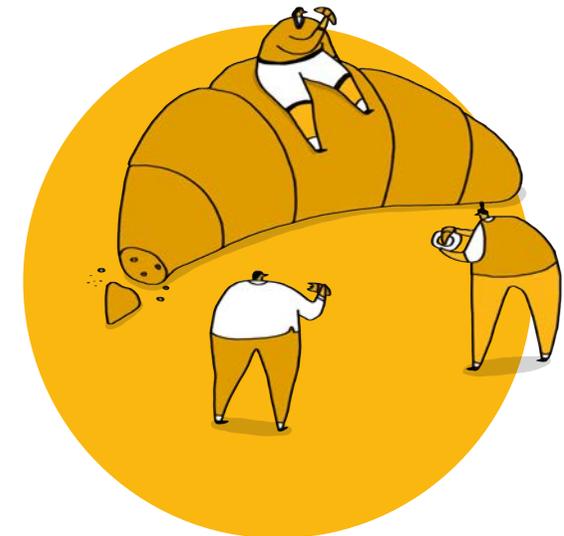
## Qualities

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.

We are a design-led digital agency. We create 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 provide design and advice to 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

Twice a year, in May and November, 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 in other 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.