



Operations Manager: Job Description

About Osborne Pike

Osborne Pike is a brand and packaging design agency delivering highly effective, award winning work for globally renowned clients including AB InBev, Mondelez, Yakult and Danone Nutricia.

We are employee-owned, meaning each and everyone one of us has the opportunity to contribute to the future success and direction of our business.

We're a collaborative, ambitious and supportive team. We welcome and encourage positive challenge, and as equitable owners of the business, are accountable to each other for our contributions to doing what we do, brilliantly.

The Role

The Operations Manager is key to this, with responsibility for keeping the engine room of the business running effectively. It is a hands-on, proactive role that requires strong organisation, sound judgement and the energy and confidence to collaborate across all levels of the business.

This role lays the operational groundwork that enables us to perform at our best.

Working closely with the Managing Director and Finance Director, the Operations Manager supports studio resource planning, office management & HR administration ensuring the business remains efficient, compliant, profitable and supportive of team wellbeing.

Key responsibilities:

- **Traffic Management:** effective planning of studio resources (via Streamtime) to ensure projects are delivered efficiently, and in line with profitability goals, in collaboration with Client Services team.
- **People & HR Operations:** manage and maintain all HR & People platforms (Employment Hero). Manage employee records and support MD / LT in recruitment, contracting, onboarding and off-boarding processes. Maintain our B Corp certification, and required submissions and proactive initiatives, as part of the agency taskforce.
- **Office Management:** oversee day-to-day office supplies, subscriptions, IT/equipment maintenance and contractor liaison.
- **Finance administration:** support FD in utilisation & profitability insights. Manage and track operational costs, identifying opportunities for efficiencies. Manage company insurances & pension scheme administration.

- **Compliance:** Ensure compliance with Employment Law, GDPR and data retention policies. Oversee health & safety processes and regulation.

Experience

We're looking for someone super organised and detail-focussed. Someone who is confident in prioritisation of tasks, building trust and communicating clearly with a team.

Ideally, you'll have 3-5 years of experience in project or operations management, within a fast-paced, solution-focussed environment. You'll confidently and proactively spot opportunities for efficiency.

Getting to know you

As part of our interview process, we'd love to hear about your experiences and what excites you about OP and this role.

None of us is as good as all of us and team work is incredibly important to us at OP - tell us about a time you've proudly contributed as part of a team and the impact of that?

A role like this requires a swan - what's a good example of a time you've remained calm under pressure, and where you've demonstrated your ability to thrive and stay focussed.

As employee owners, we invite ideas and suggestions from everyone in the team. Tell us about a time you've spotted an opportunity to try something new or improve the way something is done, that benefitted the team and/or business.

The world around us is moving at pace and we have and will continue to invest in tech and innovation training for the whole team to future-proof our business - what do you have in your tech tool box that supports the way you work?

What you can expect

- A collaborative, ambitious and supportive team
- The opportunity for personal and professional development with dedicated yearly training and development budgets
- 23 days holiday, plus bank & public holidays
- Your Birthday off to celebrate
- Early Friday finishes
- Private health insurance
- A seat in our Employee Voice groups
- Paid volunteering days
- Referral bonuses
- Flexible, hybrid working
- Enhanced leave policies
- And much more...!

Inclusion matters

We want everyone to feel they can belong, contribute and grow at Osborne Pike.

We're an equal opportunity employer and all applicants will be considered for employment without attention to ethnicity, religion, sexual orientation, age, gender identity, family or parental status, national origin, veteran, neurodiversity or disability status.

We are happy to make reasonable adjustments during the recruitment process. If you need any support or have questions about accessibility, please let us know — we'll be glad to help.