

Operations & People Executive (HR, Office and Executive Assistant responsibilities)

Permanent FT role, London

What's the Role

WeAreFearless. are looking for a driven and ambitious individual to join the team to support the managing director, people director and associate director of finance & operations.

You will be warm, personable and approachable, and the go-to person for HR and office queries as well as being the managing director's right hand person. This role will be split into three core areas including (1) people admin, advisory and support, (2) executive assistant, and (3) office management. (approx. 60%, 25% and 15% split), so you'll need to be someone that thrives on working on multiple projects simultaneously and who enjoys working with and supporting various stakeholders across the business.

One of your main duties will be to support the people director during this exciting period of growth - dealing with the company's increasing recruitment needs as well as drafting new policies that are aligned with the company's family culture and its organisational values, which are:

1. **Authentic** - Real and honest individuals, valuing trusting relationships and a growth mindset.
2. **Bold** - Any challenge is solvable if you act confidently, courageously and think differently.
3. **Collaborative** - Together we can achieve so much more.
4. **Diligent** - Rigorous & detailed in approach, passionate about being successful in their role.
5. **Entrepreneurial** - Possesses a commercial flair in driving incremental revenues, organic and new, as well as minimising costs to generate profitable bottom line returns.

If these values resonate with you then please read further. You should be a real team player who loves what they do and will challenge us as much as we'll challenge you. You'll be joining a talented and extraordinary team and a culture that is genuinely fearless, fun and family centric.

What we're all about

WeAreFearless is a bold integrated creative agency solving problems differently through sport, music and entertainment. We challenge convention to find opportunity and growth, driven by our positioning - Boldness with Backup.

Consumer neuroscience and psychology are at the heart of what we do, and this measurable human-centric approach allows us to make braver choices that lead to more commercially creative work. Diversity is in our DNA, with over 16 nationalities and 18 languages which helps drive disruption and an open-minded culture of alternative opinions.

We were voted Best Young Agency in 2018 by the BT Sport Industry Awards along with a range of other awards from ESA, UK Sponsorship, UK's Brand Film Festival and the International Content Marketing Awards. Most recently this Olympic campaign won The Marketing Society's Best Outside UK campaign as well as The UK Sponsorship's best PR campaign. Now we want to take this multi-channel campaign to the next level.

The skills and experience we're looking for

HR (approx. 60%)

- Assist with the implementation of new HR initiatives, in line with business objectives and people strategy.
- Manage all functionality on PeopleHR (our HR software) - including absence management, document management, right to work in the UK/ visas and performance management.
- Create and implement HR policies together with the people director.
- Issue employment contracts and undertake all on-boarding activities to ensure new starters are effectively onboarded within the agency.
- Conduct all off-boarding activities.
- Issue freelance and contractor contracts as well as NDAs and keeping ownership of the freelancer talent pool - resourcing onto projects.
- Deal with minor HR issues and ER cases and assisting the people director with disciplinary and grievance issues.
- Arrange and organise training and development activities across the agency, in line with the PM process, career development plans etc.
- Work with the people director on miscellaneous HR activities and projects that will benefit the agency.
- Assist with recruitment across the business, which will include direct hiring initiatives, creating engaging job adverts, talent attraction, recruitment administration processes, assisting hiring managers with interviews and selection activities.
- Schedule important HR dates - reviews, probations, exit interviews, PDP meetings etc and advising and coaching managers.
- Conduct exit Interviews and analysing the results and making recommendations to reduce employee turnover

Executive Assistance (approx. 25%)

- Execute initiatives as and when on behalf of the MD.
- Taking minutes at the agency's bi-monthly leadership meetings.
- Review the MD's non-important emails and dealing with them accordingly
- Manage the MD's diary and travel arrangements.
- Inputting the MDs timesheets on our internal system 'Paprika'.
- Raising POs and approving invoices on behalf of the MD
- Processing expenses.

Office Management (approx. 15%)

- First point of contact for all building queries, including the building manager, builders, maintenance, supplies and the cleaning company etc.
- Making recommendations on suppliers/contractors, to reduce costs and get more value for money. Also ensuring that contractor SLAs are being met and regularly reviewing standards etc
- Working with the Associate Finance Director to ensure compliance throughout - including and not limited to all insurances and GDPR.
- Implement office procedures in line with requirements directed from the MD, Ass. Finance & Ops Director and People Director.
- Coordinate with the external IT company to manage all ad-hoc IT requirements, as well as asset purchases.
- Together with the MD, arrange and coordinate team builds, related activities and events- including company socials, charity events, company events etc.
- Ensure the office is adequately stocked with consumables i.e. stationery, day to day provisions, to ensure everyone has the tools and equipment to undertake their roles. Including managing incoming and outgoing post/couriers/parcels etc.
- Arrange food deliveries, as and when required - client, teams, meetings, general etc
- Manage the company food and alcohol budget
- Management of the automated office phone system. Ensuring the calls are directed to the correct person, and responding to the New Business and general enquiries calls

Who we're looking for

- Eligible to work in the UK.
- Proven experience as an experienced EA, office manager and/ or HR advisor.
- Highly organised, resilient and process driven.
- Personable, open and welcoming and enjoys helping and supporting people to be the best they can be.
- Excellent communicator, both verbal and written.
- Collaborative team player with an ability to develop relationships at all levels
- Trustworthy, reliable, confident and mature in dealings with our clients, our people and our partners.

The benefits we're offering

- WeAreFearless is an equal opportunities employer
- We offer a competitive salary and variety of innovative benefits based on experience plus discretionary bonus tied to personal and business performance.
- We offer a stimulating and progressive career with a commitment to train and develop each team member so they remain constantly challenged and inspired to be as fearless as they can be.
- **Holiday Entitlement:**
 - 22 days holiday, plus Bank Holidays plus 3 extra days off between the Christmas period (27th December – 2nd January).
 - Each year accrues one extra day's holiday up to a maximum of 30 days (inclusive of the Christmas period).
- **Other benefits:**
 - Birthday day off.
 - Discretionary annual bonus based on personal and company performance.
 - Auto-Enrolment pension scheme 3% of salary 2019.
- **Other benefits activated after successful probationary period:**
 - PerkBox membership.
 - £250 Fearless Fund to pay for you to do something or learn a new skill that pushes you out of your comfort zone.
 - £500 personal training budget (plus £500 for group training).
 - Personal Development Plan.
 - Discounted gym subscription after probation period and £360 towards your annual membership (£30 per month).
- **Additional entitlements:**
 - Flexible working policies including 10 a.m. – 4 p.m. core hours with 8 a.m. – 7 p.m. flexi-time, lieu days and some working from home.
 - Minimum 1-2 agency conferences / trips away (UK and/or international) to build a genuine sense of fearless culture and team bonding
 - 3-month unpaid sabbatical after 5 years continuous service with guaranteed job at the end.
 - Thursday agency breakfast
 - Friday bar at the residential 'The Fearless Hog'
 - Early Summer Fridays (21st June – 31st August)

How to apply

Are you fearless enough? Send your CV and short story to mark@wearefearless.com