



PLATF9RM

Operations Manager

Operations & Revenue

Reporting to: General Manager

Salary: £28 - £30K per annum dependant on experience

The role could be flexible over 3 days for a more experienced candidate

Locations: PLATF9RM Tower Point, Head Office, remote opportunities

Direct Reports: Operations Admin Assistant

We're an ambitious company with plans to scale, joining PLATF9RM as the Operations Manager will provide you with the opportunity to establish a role that has control over the essential systems and services that provide the day to day running of the operation.

PLATF9RM is Brighton & Hove's largest independent coworking community of businesses and creative entrepreneurs, known for its lively and collaborative culture. There is a revolution happening in the world of work, and we're at the forefront. Our mission is to Make Work Wonderful; for our team, our members and the wider community guides everything we do.

Purpose of Role

- Pivotal in helping the day-to-day running of PLATF9RM
- Key relationships with the Finance Team and General Manager
- Direct Report of Operations and Admin Assistant
- Control of all PLATF9RM Systems
- To train PLATF9RM Team on basic processes within systems
- Provide up to date, accurate member and membership numbers
- Assisting the Finance Team with accounts administration

Role & Responsibilities

Finance

- Responsible for monthly/quarterly invoicing, debt management, deposits and refunds
- Accounts administration, reconciling invoices and maintaining supplier relationships
- Assist the General Manager and Finance team on monthly close
- Generate payroll report for Finance Team
- Acts as day-to-day cost control for Ops Team
- Processing financial Grant applications (Ad-Hoc Projects)
- Works with professional advisors to ensure that the company benefits from maximum Small Business Rates Relief.

Back Office Operations

- Work with IT and system suppliers to ensure that the company's management information systems accurately capture and report on key company data
- Train staff on use of company information systems, operating systems are up to date, streamlined and working efficiently, having trained staff on these
- Management of our AML processes for membership
- Providing monthly analysis of membership data and facilities usage, being able to analyse data provided.
- Assisting Location Managers with rota management / recruiting FOH.
- Streamlining systems and FOH processes, ensuring time management is efficient.
- Onboarding/Offboarding Team members to/from PLATF9RM systems
- Has a comprehensive understanding of PLATF9RM's Tech and is able to communicate with the appropriate provider in case of emergency (IT, CCTV, Kisi Access)
- Relationship building with Tech Providers
- Negotiate Contracts with Tech Providers at the appropriate times

Facilities Management

- Working with the Location Managers to organise the schedule of maintenance at PLATF9RM Locations including the Planned Preventative Maintenance Plan
- Assist the Development Director on small office reconfiguration projects
- Review and maintain up to date Health & Safety records.(this includes checking call points are tested regularly, getting up to date certificates from landlords, recording fire extinguisher tests, conducting and reviewing risk assessments, etc.)
- Organise and oversee team training for various purposes (H&S, Fire Safety, First Aid, Data protection)
- Responsibility for utilities (Meter Readings, understanding costs, negotiating contracts across all PLATF9RM Locations)

Key Relationships [Internal]

- Management Team
- Finance Team
- FOH Teams

You Bring (Experience & Qualifications)

- 3+ years experience working within an Operational or Financial Team
- Outstanding organisational skills
- Demonstrable competency in administrative tasks



PLATF9RM

- Working knowledge of IT/Business infrastructure and Google Suite
- Working knowledge of GoCardless / Stripe
- Basic understanding of accountancy, reading P&Ls
- Worked with (or systems similar to) Active Campaign, Office RND, KISI
- Experience in chasing debtors
- Reasonable understanding of Health & Safety practises

Benefits

- 20 days holiday plus 8 bank holidays, increasing by 1 day per year of service, capped at 3 years.
- A Macbook Pro
- Friday drinks in PLATF9RM
- The day off on your birthday
- Full access to our cultural programme & perks
- Access to a network of business professionals and creatives across Brighton & Hove
- Monthly Socials
- Team days out and regular tickets to other events in Brighton
- Discounts at some of the best local and independent restaurants and shops in Brighton

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