



JOB DESCRIPTION

OPERATIONS AND HIRE MANAGER

COMPANY SUMMARY

Rockit is a technical production and hire company, supplying the event industry with technical services, lighting, sound and audio visual equipment. The company was founded in 2007 and has experienced rapid growth pre-pandemic, meeting and exceeding the needs of a wide and prestigious client base. Rockit is a small company, with a huge appetite to succeed, striving to maintain a personal, bespoke and flawless experience for our clients. Our 'can do' and thorough approach ensures the exceptional standards required to deliver the high quality events in which we pride ourselves. With our office & warehouse based in Hertfordshire, we have good transport links into Central London where the majority of our work is placed although our clients and events are placed across the UK.

JOB SUMMARY & WORKING DETAILS

Job Title:	Operations and Hire Manager	Responsible to:	Operations Director
Place of work:	Norton Building, 14 Tewin Road, Welwyn Garden City, AL7 1BW		
Salary Range:	Dependent on Experience		
Weekly Hours:	42.5 hours per week, 8.5 hours per day with a 30 minute lunch break. 5 days per week, Monday to Sunday as required, with a maximum of 2 weekends expected per month.		
Overtime:	Overtime rates are pro rated in line with salaries . You may be required to work late, outside of 'normal hours' during busy periods and a flexible approach to overtime will be required.		
Holiday:	30 days including bank holidays. Our holiday year runs from March – February. 1 additional day holiday per year of service over 2 year, up to 10 years.		

JOB OUTLINE

As a operations and hire manager, you will be expected to be a skilled, diligent and supportive team member. Our busy office and warehouse will require you to be highly motivated, proactive and able to work well in a high pressured environment. Daily, you will deal with customer enquiries, booking in jobs and equipment and liaising with suppliers and other industry service providers. You will become a source of knowledge about our stockholding and will continue the development of the dry hire aspect of our business, actively working to introduce new clients and business. You will produce client quotations and will manage and build strong relationships with key clients and venue accounts. It is essential that you keep on top of the latest technologies, looking out for new equipment to keep our company one step ahead while organising the re-sale of ageing equipment to ensure our stockholding is at the forefront of our industry. Alongside your hire focus, you will manage company operations by: producing weekly and daily schedules for staffing and transport including the booking of freelancers; managing equipment availability for both dry hire and production work; and arranging sub rental of equipment. Exceptional organisation and communication are key skills required for this role which you will demonstrate by producing and sharing thorough schedules and production documents so that company operations run smoothly. This is a client facing role where relationships are key and so you will need to be well presented with a warm and accommodating personality that fosters trust and confidence. We are looking for someone who is happy to be proactive and use their ingenuity to develop and promote improvements not only within their department but across the business; your new procedures and protocols will further refine our processes to ensure we are operating with utmost efficiency and accuracy. We are a small company and so there will be occasions where you may be needed to support the work in the warehouse, requiring manual handling with heavy lifting, so you will need to be strong and have experience within the AV industry and must reflect our high standards and hard working ethos throughout. Live events can mean long hours, with early starts, late evenings and work at the weekends so a positive, good humoured attitude is essential alongside a passion for and dedication to the industry.

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OPERATIONS AND HIRE MANAGER

ROLES AND RESPONSIBILITIES

To include but not restricted to:

- Producing weekly and daily schedules for staff, equipment, vans and drivers
- Organising sub rental, local crew and freelance contractors
- Stock control; managing and book equipment for projects and dry hire jobs
- Produce client quotations for dry hire bookings
- Manage key client dry hire accounts
- Develop dry hire business and introduce new clients to the business
- Assisting with purchasing and stock management
- Organising the resale and replacement of ageing stock, with support and approval from management
- Working with Warehouse Manager to ensure processes and logistics are thorough, timely and suit business requirements
- Developing rigorous procedures and protocols to further enhance efficiency and standards
- Developing a thorough knowledge of our stockholding
- Any other reasonably requested duties as requested by the management

ESSENTIAL SKILLS

- Knowledge and experience within the AV/Events industry (Lighting, Sound, Video, Staging and Set)
- Management Experience
- Good IT knowledge
- Knowledge of both Mac and PC
- Thorough approach to working with close attention to detail
- Exceptional customer service with a polite and accommodating approach
- Excellent communication and organisation skills
- Excellent time management skills
- Tidy and organised working style
- Physically fit and capable of heavy lifting
- 'Can do' and flexible attitude
- Proactive and self-motivated
- Driven and happy to work alone
- Strong team player
- Proven ability to work well under pressure and with tight deadlines
- Full, clean, UK driving license
- Comfortable driving large vans in Central London
- Willingness to be a company First Aider

DESIRABLE SKILLS

- 2-5 years AV industry experience
- On-site experience as a technician or similar (i.e. stage management)
- Qualification related to AV, live events or theatre production
- Scheduling Experience
- Transport/Logistics Experience
- Experience with hire tracking software and/or logistics management software
- Experience managing a warehouse and/or site
- Health and Safety management experience

APPLICATION

To apply for this position, please send a cover letter and CV to jobs@rockiteventproduction.co.uk or feel free to contact us with any queries you may have.

Interviews will be carried out as per the schedule on the website and the successful candidate will be required to start immediately or as soon as possible.