



# JOB DESCRIPTION

## STUDIO 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 in the last five years 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 North London, 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:	Studio Manager	Responsible to: Operations Director
Place of work:	Norton Building, 14 Tewin Road, Welwyn Garden City, AL7 1BW	
Salary Range:	£25,000-£35,000	
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

We are a growing company and looking for someone who is ready to take on a new challenge. The perfect person for this role will enjoy innovating and working autonomously, carefully organising and managing their time to exploit the huge opportunities there are for our exceptional space. The studio itself is more than 2000 sq ft with separate green room, dressing area and control room. There is huge potential for this space, having already held some exceptional events, and we now need an individual who can dedicate their time to accelerate and improve on the progress that has already been made. Our new Studio Manager will have complete autonomy to develop systems, bring in new clients and market the studio space with support from the existing Rockit management team. They will see projects from conception to completion; scheduling the space, booking the required staff and equipment and managing the space on the day. Every detail should be considered from ensuring the studio is fully stocked with essentials and snack baskets to being spotlessly clean. A fresh and modern approach to social media will be essential, producing regular content to share and promote what is already happening here as well as creating content which gives prospective clients ideas for what is possible. A BIG imagination will explore and maximise the endless possibilities of this space. Our Studio was born out of necessity during the pandemic and quickly became a space we take great pride in so we want whoever takes over the running of it to enjoy it as much as we do. Fresh ideas and thinking outside of the box will be welcomed with opportunities to support charities, local businesses and young people. We would absolutely love to use the space for education, sharing the possibilities and opportunities that our industry has to offer. Being able to manage budgets and produce P&Ls for studio events will be necessary and a thorough approach to planning is absolutely essential. The nature of live events means that although 'regular' hours may be predictable, event days will mean longer days with early starts and/or late finishes so flexibility with a good, positive attitude is key. Great sense of humour is a bonus!

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### ROLES AND RESPONSIBILITIES

To include but not restricted to:

- Day-to-day running of the studio, managing all studio operations
- Planning and scheduling for all studio events
- Booking staff and equipment (with technical support if necessary)
- Managing budgets including producing P&L reports
- Studio management & client liaison during live events
- Purchasing stock, where necessary
- Sourcing new business
- Prepare and deliver pitches to potential new clients and subsequently developing quotes to exceed client expectations
- Developing marketing initiatives
- Management of social media posts
- Tracking and analysing your own success and regularly reporting this to the management team
- Managing customer success and feedback including obtaining testimonials and reviews for further promotion
- Innovating and creating new systems to develop and improve the running of the studio
- Managing H&S for the studio
- Any other reasonably requested duties as requested by the management

### ESSENTIAL SOFT SKILLS

- Exceptional customer service with an honest, polite and accommodating approach which develops into exceptional relationships with clients
- Excellent communication skills
- Tenacious and resilient mindset
- Thorough and attentive approach with clients
- Equally thorough approach to working with clear plans and close attention to detail
- Tidy and organised working style with excellent time management skills
- 'Can do' and flexible attitude with proactive approach
- Self-motivated, driven style and happy to work alone
- Strong team player with exceptional people skills
- Proven ability to think and work strategically and well under pressure

### ESSENTIAL HARD SKILLS

- Management experience
- Good IT & Social Media knowledge
- Full, clean, UK driving license

### DESIRABLE SKILLS & EXPERIENCE

- Qualification related to business and/or live events
- Event industry experience
- Marketing experience
- Proven ability in and experience with attracting and securing new business
- Experience with data analysis and reporting
- Knowledge of budgeting and forecasting
- Knowledge and experience with Lighting, Sound, Video, Staging and Set
- Experience with hire tracking or scheduling software
- First Aid qualifications