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## **OPERATIONS MANAGER (Maternity Cover)**

**Location:** Waterloo, London

**Company:** Nulty

**Start Date:** May 2026 (approx.)

**Contract:** 12-month fixed-term maternity cover, with flexibility depending on the employee's return date.

### **About the Role**

We are seeking an experienced and highly organised Operations Manager to provide operational continuity at an ambitious and fast-paced architectural lighting design practice during maternity leave.

Working across various studios: Nulty London, Nulty Bespoke, Studio N London, and Nulty Lisbon, you will ensure that day-to-day operations, finance administration, and governance run smoothly.

This is a hands-on, varied role suited to someone comfortable working across multiple business functions in a creative studio environment.

There may also be an ad-hoc strategic project during the contract period, supporting and coordinating a potential office move in early 2027, so experience managing office relocations and logistics is highly desirable.

### **Key Responsibilities**

#### 1. Business Operations & Compliance

- Maintain operational systems, policies, and documentation across UK and European entities.
- Oversee organisational IT software and infrastructure, acting as primary liaison with external IT providers.
- Coordinate legal, insurance, ISO, and compliance requirements.
- Manage office facilities, suppliers, contractors, and landlord relationships.
- Line-manage the Office Manager.
- Prepare agendas, facilitate and minute monthly management and quarterly board meetings.
- Support planning and coordination of a potential office move in early 2027, including logistics, contractors, and fit-out coordination.

#### 2. Finance Coordination

- Monitor cash flow, debtors, creditors, bank accounts, and credit cards.
- Oversee bookkeeping and accountant services.
- Coordinate VAT, Corporation Tax, R&D claims, and loan administration.
- Prepare monthly financial reports, P&L summaries, and KPIs for Directors.
- Track charge-out rates across global offices.
- Manage intercompany invoicing and reporting.
- Monitor accounting system (Xero).

#### 3. HR & People Operations

- Coordinate onboarding and offboarding processes.



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- Manage payroll and benefits administration.
- Handle visa administration with external advisors.
- Maintain HR systems (BambooHR).
- Support the Head of People, Culture & Engagement.

#### 4. Business Development, PR & Marketing Support

- Assist with pre-qualification and tender documentation.
- Support PR and marketing activity tracking and reporting.
- Coordinate website administration (domains, security, updates).

#### 5. Project Management

- Manage project invoicing, coordinating with team leads and the project manager.
- Review project contractual requirements
- Support project profitability, team timesheet reporting.
- Assist with project management system (Rapport3).

### Person Specification

#### Essential Skills & Experience

- Proven experience in an Operations Manager or similar role within a creative, professional services, or SME environment.
- Strong knowledge of business operations, finance administration, HR coordination, governance, and facilities management.
- Experience managing IT systems through external IT providers.
- Basic knowledge working with accounting system Xero.
- Excellent organisational skills and ability to manage multiple priorities.
- Strong written and spoken English with good numeracy and IT skills.
- Ability to remain calm and solutions-focused under pressure.
- Strong interpersonal skills with an empathetic, collaborative approach.
- Experience coordinating or managing an office move.

#### Working Pattern & Benefits

- Hours: 9am – 5:30pm Monday–Thursday, half-day Friday (9am–1pm)
- Hybrid: Office-based Tues–Thurs in Waterloo, with WFH Mon/Fri (subject to business needs)
- Salary: Commensurate with experience
- Benefits include:
  - Subsidised gym membership
  - Cycle to Work scheme
  - Pension scheme
  - Mental health & wellbeing support
  - 23 days holiday + public holidays + birthday leave

#### To Apply

Please submit your CV to [office@nultylighting.co.uk](mailto:office@nultylighting.co.uk) with a covering letter explaining your suitability for the position.

