

FILM COORDINATOR JOB DESCRIPTION

Salary: £29,000 per annum

Full-time, hybrid role based in London

To apply for this role, please send your CV and cover letter to careers@filmfixer.co.uk.

About FilmFixer

FilmFixer and Apply4 are on a mission to make filming and events easier to arrange. We are the UK's leading film service provider and the world's leading provider of cloud-based film and event permitting software, FilmApp and EventApp.

FilmFixer handles location bookings for around 8,000 shoots a year. These include feature films such as "The Batman", "Fast & Furious 9" and "No Time to Die". We also handle permits for TV dramas such as "The Crown", "Ted Lasso", and "Top Boy". Furthermore, we work with music promos – artists include Stormzy, Little Mix and Skrillex – and commercials for brands such as Adidas and Vogue.

FilmFixer is usually the first phone call a Location Manager makes when a production gets greenlit. We work with the productions to secure locations, issuing permits for council-owned and private properties. We monitor filming activity and collect data to identify and foster best practices for the filming industry.

About the Role

The Film Coordinator is the front of house for FilmFixer's clients. They are often the first recipient of the phone calls and enquiries we receive, and it is their responsibility to ensure FilmFixer's client enquiries are handled in an efficient and professional manner. They are also an ambassador of the organisation, acting as the interface between the company and our clients.

Basic Objectives of the Post

- Serve as the first point of contact for the borough film offices and support the operation of an effective and efficient film service.
- Liaise with filmmakers to encourage filming in our boroughs, promote available locations, negotiate fees and generate income.

Main duties and responsibilities

- Work closely with the Film Officer team to provide relevant information in response to enquiries via email and phone, reply to requests and applications from small and medium productions.
- Support and distribute messages to Film Officers for complex medium and large scale shoots.
- Carry out location availability checks and proactively offer alternative solutions.
- Liaise with communities, residents groups and other local stakeholders regarding filming activity.
- Regularly inform Council clients about upcoming filming.
- Actively promote FilmFixer locations and encourage Locations Managers to use our photo library.

- Process parking, street furniture, signage removal and other requests as directed by Film Officers.
- Attend location recces and familiarisation trips – photographing the activities when required.
- Attend occasional weekend and evening shoots. Take set photographs for social media.
- General office administration responsibilities and operational support.
- Assist other departments during busy periods and annual leave as required.
- Update location T&Cs and other internal documents as requested by Film Officers.
- Prepare and send out weekly shoot reports to relevant boroughs. Liaise with Film Officers about the content of reports as required.
- Takes a proactive approach to each new enquiry, using judgement to address a request independently or involve a Film Officer.

Online Application Management

- Utilise FilmFixer's Filmap software as the primary record of casework - effectively managing shoots and recording data, feedback, storing documentation, reporting, invoicing etc.
- Proactively pick up and process small and medium applications while consulting with the Film Officer team, raise invoices and issue permits on time.
- Monthly reconciliation of third party fees and other costs as required.

Person Specification

- Positive attitude with high levels of customer service.
- Professional approach with clients, being respectful but also willing and able to build a personal connection.
- Organised and punctual with a strong aptitude for planning.
- Quick learner that asks questions when required.
- High levels of attention to detail and time management.
- Ability to work in a high pressure and fast paced environment.