

Film Coordinator - Private Clients

Salary: £31,000 per annum

Full-time position.

Hybrid role based in London (office days based at London office in SE1)

To apply for this role, please send your CV and cover letter to recruitment@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.

We are 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 Private Clients' Film Coordinator sits within FilmFixer's Private Clients team which manages filming applications, contracts and relationships with privately owned locations.

The Film Coordinator is the front of house for FilmFixer's clients and in particular for the Private Clients team. They are the first recipient of private location enquiries and it is their responsibility to ensure that all enquiries are handled efficiently and professionally. The role will support in the facilitation of filming requests as well as supporting in the promotion of the location portfolio to the industry. They are an ambassador of our location owners, properties and productions that we liaise with.

Basic Objectives of the role

- Support the effective and efficient operation of FilmFixer's Private Clients service.
- Act as a first point of contact for private clients and filmmakers regarding filming enquiries and applications.
- Liaise with filmmakers to encourage filming in our locations, negotiate fees and generate income.
- Creating marketing assets for Private Clients for promotional and social media use.

Key Responsibilities:

Filming applications and coordination

- Daily management and coordination of incoming inbox enquiries and applications.
- Respond to enquiries and location requests made by email, phone and FilmApp.
- Manage filming applications for small and medium-complexity shoots at privately managed locations.
- Support Film Officer and Film Service Manager with larger filming applications as required.
- Proactively respond to location searches and briefs with suitable options from the location portfolio.
- Carry out location availability checks, arrange recces/site visits and propose alternative dates/options as required.
- Agree fees, provide accurate invoices and ensure payment in advance for production's filming applications.
- Occasional weekend or evening work may be required to conduct set visits (Time off in lieu will be agreed in line with FilmFixer's policy). Take set photographs for social media.
- Assist other departments during busy periods and annual leave as required.

Online Application Management

- Utilise FilmFixer's Filmapp software as the primary record of application information.
- Proactively pick up and process relevant applications whilst liaising with Film Officer and Film Service Manager.
- Issue permits ahead of filming dates and ensuring relevant conditions are included.

Promotion

- Support in the creation of marketing materials for private client locations including developing brochures, filming guidelines and information packs.
- Assist in developing content for and using social media to promote private locations portfolio in liaison with the Marketing Manager.
- Liaise with in-house Photographer and Locations Library Coordinator to arrange location photography and expansion of library portfolio.

Administration

- Maintain accurate records, up-to-date databases and information on individual clients and their locations.
- Support in the onboarding and information gathering for new clients.
- General office administration responsibilities and operational support.
- Update location T&Cs and other internal documents as requested by Film Officers.

FilmFixer celebrates and encourages diversity and is committed to being a fair and equal opportunity employer. If you would like this job description in an alternative format or if you need any reasonable adjustments during the recruitment process, please let us know.

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.
- Experience of developing marketing materials is desirable.
- High levels of attention to detail and time management.
- Ability to work in a high pressure and fast paced environment.

Desirable experience:

- Experience of using creative tools such as Canva to create marketing materials.