

JOB ADVERT:



Head of Operations for FilmFixer & Apply4 Technology

- Are you looking for an exciting Head of Operations role across two fast growing sister companies?
- Can you lead a team to deliver complex, multi-dimensional projects in a process-driven way repeatedly and to the satisfaction of multiple different stakeholder clients?
- Do you want your impact to be global and stretch across services and software?
- Do you scare the people who know you well (in a good way of course...?)

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).

We operate the film service for 16 London councils plus Lee Valley Park. We operate film services for the county of Suffolk under the name Screen Suffolk. Our software customers are local governments in the USA and UK. Clients include Atlanta, Pittsburgh, Seattle, San Diego, San Antonio, Liverpool, Cardiff, Bristol, Manchester, Birmingham, and 24 London boroughs.

FilmFixer handles film permissions for around 8,000 film shoots a year. These include feature films such as Mission Impossible 6, The Phantom Thread, Wonder Woman, Spectre, and many others. We also handle film permits for High end TV drama such as The Crown, Dr Who, Mr Selfridge and lower budget TV drama such as Informer, Chewing Gum and Top Boy. We help many student and low budget filmmakers find locations and charge reduced rates for these projects.

Apply4's FilmApp is used by large scale film production companies like Warner Brothers, Working Title, Paramount, Universal, BBC, Netflix and many others. EventApp is used by large scale and small scale event organisers in many cities.

FilmFixer is usually the first phone call a producer or location manager makes when a project gets a green light. We often help the production find their production office and locations. We work with producers to secure locations, issuing permission for council owned property and on street filming. We monitor filming activity, and collect data so that best practice can be identified. We have a primary role in ensuring that a council's interests are protected. We will carefully assess each film enquiry and consult widely with all stakeholders before setting terms and conditions for each filming event.

We are looking for a dynamic Head of Operations to join our team, based in our offices in London SE1.

About the role:

The Head of Operations is accountable for establishing/improving operational systems, processes and policies in support of the objectives of both companies. Specifically you will deliver excellence in people management, management reporting and organisational planning as well as improving information/ communications flow. You will work closely to support Apply4's new CTO in the above areas, with the majority of your focus initially expected to be on Filmfixer. You will both reporting in to the joint-CEO of FilmFixer and Apply4.

You will design and manage the daily operations and activities in a way that assists company growth and raises the productivity of employees.

You will ensure that operations are efficient in terms of using as few resources as needed, and effective in terms of meeting customer requirements

Personal Characteristics:

The Head of Operations is in charge of the operations of both businesses, working very closely with the CTO of the software business who has accountability for technical operations. You need to make sure that the board constantly has a clear view of the status of both businesses, and the clear metrics and KPIs put in place to ensure that perfect balance between customer satisfaction, operational effectiveness and profitability. We are a small team, with limited resources, therefore an ability to work with other heads to identify efficiencies and cost effective technologies is necessary. We are looking for a Head of Operations who is committed and dedicated, able to lead the teams by example. Our preferred candidate will have an obsession with excellence, and will be able to communicate clearly and effectively.

The job will additionally have the following accountabilities:

- You will continually seek to improve on performance levels by taking advantage of new technology and anticipating changes in market practices, industry trends and process trends.
- You will manage and increase the effectiveness and efficiency of teams through improvements to each function as well as co-ordination and communication between teams.
- You will liaise with other functional/departmental managers so as to understand all necessary aspects and needs of operational development, and ensure they are fully informed of operational objectives, purposes and achievements.
- You will measure the operations strategy of driving more revenue and customer satisfaction with less cost via efficiency and effectiveness metrics, reporting progress against a set of targets to the Board.
- As well as playing a significant role in long-term planning - including initiatives geared towards operational excellence – you will help identify revenue development opportunities.
- Review data and activity reports, financial statements and other information to ensure operational/financial goals are achieved.
- Develop a culture of continuing improvement and learning (particularly in the areas of operational processes and customer service.)
- Oversee weekly management meetings and report back to the CEO and Board on progress.

- You will plan, schedule and review employee's workload with their line manager to ensure efficiency and achievement of company strategic, tactical and operational goals.

Essential Experience:

- Experience managing and leading large teams of highly creative and challenging people (internally and externally.)
- A love of systems and a natural curiosity that drives your learning and exploration of 'better'. You must be absolutely confident with any technology you need to turn your head to and own all aspects of operational systems implementation, adoption and optimisation. If you have any experience with permit systems, locations libraries or SaaS platforms, please note them in your application.
- Experience of the systematisation of process in fluid creative environments, and then the ability to work with our technology teams in translating these systems into SaaS technology. The SaaS aspect is desirable, but we understand if you've not had the opportunity to do this so far in your career.
- Experience of our industries is desirable but not critical. We know that the Head of Operations we want - the one that scares their friends with their completer-finisher analytical accuracy and drive for brilliance – is chameleon-like in their adaptation to the industry they are focusing on.
- The strength to manage diverse external stakeholders – directly or through your teams - which must translate into increasingly efficient operations, profitability and most importantly customer delight.

Are you the right sort of person?

We are looking for someone who has the above skills to do the job, but perhaps more importantly, we are looking for someone who has the right attitude and who shares our mission to making filming and events easier to arrange.

You will:

- Be a proactive communicator.
- Have the ability to communicate without jargon.
- Instinctively look to always help those around you.
- Be a confident facilitator, able to lead a group without ego or personal bias.

- Be an unblocker, with the ability to identify problems and find creative ways to solve them.
- Enjoy variety and have the ability to switch tasks.
- Always striving to make our processes, services and products better.
- Love simplicity.
- Have an eagerness to learn.
- Believe in the importance of standardisation.
- Have the ability to understand the requirements of our clients.
- Have the ability to work under pressure, with attention to detail.
- Have the ability to work both independently and as part of a team.
- Have the ability to successfully delegate but also be prepared to dive in and get your hands dirty when needed.
- Be naturally honest and dependable.

How To Apply:

Please email your CV and salary expectations to Jobs@apply4.com or call us on 0203 904 4555 to start a conversation about why the position interests you and why you think that it is the right fit for you.

Recruitment agencies – please don't contact us.