



Job Description

Job title:	Operations Manager
Department/Brand:	Operations
Reports to:	James Evans, COFO
Duration:	Perm
Hours:	Full time
Office Location:	London, UK, Hybrid working

About Jungle Creations

[Jungle Creations](#) is an award-winning social media-first publisher that exists to create ideas that get people to thrive online and in the real world. With offices in London and New York, the company owns and operates a number of hugely popular media brands. They each create and publish content across a number of different passion points, from food to women's interests and fitness, and they include; VT, Twisted, Four Nine, Craft Factory, Level Fitness, Futur3ology and Lovimals, which together have amassed over 125 million followers worldwide. Jungle Creations works with clients including the likes of Diageo, McDonald's and Unilever, to help them reach its audiences through impactful and engaging branded content which has seen the company win The Drum's sought after 'Branded Content Team Of The Year' for the last four years in a row. Today the business has branched out into many offline ventures including Twisted: A Cookbook, delivery only restaurant business; Twisted London, and a Twisted IPA in collaboration with Brewgooder. Jungle Creations is also home to The Wild, an award-winning social media-first creative agency that helps brands turn heads and make it matter, specialising in social media management, multi-platform creative campaigns, branded content, production, influencer, and performance marketing.

Role Purpose

As Operations Manager you will be responsible for the day to day running of the office, oversee health and safety practices policies and procedures, and be heavily involved in the broader operations of the business.

Key Responsibilities

Office Management

- Line manages FOH staff to ensure day-to-day operations run smoothly.
- Line manages PA to CEOs.
- Create and manage a 3YP/budget for the Ops department.
- Sign off all FOH related invoices and payment requests.
- Develop and implement new initiatives that will aid in the effective and efficient running of the office.
- Liaise with landlord and facility management vendors.
- Ensure all health and safety policy is implemented and adhered to.
- Project manage any office building works or office moves.
- Keep Junglenet updated and communicate updates to staff.
- DSE for any staff member who requests and fulfil any additional kit needs
- Signing off all equipment requests
- Oversee all First Aid and Fire Marshall training and updates.
- Liaising with IT on new joiner kit and software

Operations

- Manage the business insurance policies that need reviewing and implementing annually. ie Public Liability, Employers Liability, Travel, Property (Contents)
- Act as second to the Chair of the ESG committee, ensuring all members are updating and adding to the ongoing plan and client deck, and that Jungle hits key environmental and social governance kpi's
- Audit current working practices, identify what documents/processes are currently in place and identify if these can be improved on. Work with stakeholders to deliver working practices development plan.



Background and Experience

- You will have prior experience as a Senior Office Manager or Operations Manager
- You will have proven experience and understanding of Health & Safety practices within an office setting
- You will have prior experience of managing at least one team member
- You will have good understanding of the insurance needs of a business

Skills & Competencies

- Proficient use of G Suite and Microsoft 365 including excel
- Strong customer service skills
- Team player
- Time management
- Multi-tasking
- Excellent communication
- Attention to detail

Bonus Points

- Experience working in the media/advertising industry
- Knowledge of social media platforms
- Proficient in adobe software/presentation building

All employees are expected to comply with the company code of conduct, act professionally with colleagues, treat colleagues and the workspace with respect; It is your responsibility to ensure your behaviour, attitude and appearance always positively reflects Jungle Creations and doesn't do anything that would bring the reputation of the company into disrepute or cause a loss of confidence in its work.

Measures of success and key stakeholders:

Employees are monitored with bi-annual KPIs to measure their performance; these KPIs are made up of both skills and behavioural competencies. Jungle is committed to rewarding those employees who consistently exceed their bi-annual KPIs and will ensure those employees advance within the business.



KPIs:

- Review annual policies and procedures and update where necessary
- Implement the correct insurance for our business annually
- Create a welcoming and vibrant office space for our employees

Key stakeholders:

- This role works closely with the Finance, Ops and Tech teams as well as supporting the wider business.

We want you to add to our culture

At Jungle Creations, we aim to ensure our workforce reflects the diverse society we live in. Our different ideas, our different perspectives and our respect for one another enables us to be innovative, creative and build a sense of belonging that actively encourages our people to add to our culture. We want everyone to feel that Jungle Creations is a place where they belong and that is the reason why we look for the cultural add, not the cultural fit.

Our mission

'We exist to create ideas that get people to thrive online and in the real world'

Our values

This is who we are. These qualities are the things we look for in new Jungle talent, the things we celebrate and reward our people for, and the things clients discover about us and our work.

Collaborate.

Whether in a small or large capacity, every one of our departments work in collaboration with each other. Encouraging this total collaboration means our people can team up with ease, and create the perfect environment for idea sharing, creative thinking, and working closely with clients and partners alike.

Innovate.

In a business and world that is forever changing, we pride ourselves on how agile and adaptable we are. Striving to experiment, take risks and be bold, Jungle celebrates how



quickly its people can innovate and move with the times, ensuring we are at the forefront of change and the best in industry.

Champion.

We champion our people, their ideas, and their differences. Our people respect one another and the things that make each of us unique. We aim to support all voices internally and reflect this in the work we do. We actively encourage our people to add to our culture and want everyone at Jungle to feel that they belong.

Post Covid-19 Plan

We have carried out a full risk assessment and have moved to a permanent hybrid working system that sees staff split their time between the office and home (government guidelines allowing). Each team differs in terms of their in-office expectations so feel free to discuss this during your interview process.