



Role: Office / Production Assistant (Internship to perm)

Reports to: Client Account Manager (with dotted line to Content & Operations Manager)

Please submit your CV and Cover Letter to tom@qpuk.net (no agencies please)

This is a great opportunity for an entry level candidate who wishes to develop their understanding of the production process and grow alongside an expanding content agency. We're seeking an individual for a 6 month internship with a view to securing a permanent role.

Purpose of the Role

The Office / Production Assistant works with the Client Account Manager & Content and Operations Manager to ensure effective end-to-end project management of all live work, as well as assisting the team with day-to-day office management.

Integral to this role is the development of solid team relationships, strong understanding of external factors (crew, kit, locations, props etc...), good transparent processes and organisational skills.

Although it is not a client facing role there will be a number of occasions when you must update and inform the client and wider team of the process - normally through the standard production paperwork (call sheets, estimates, permits, shot lists etc...)

This is an office based role, with the potential for more video shoot experience as the role develops.

The Office / Production Assistant fully understands the vision of the agency and plays a key role in actively participating in and supporting wider agency initiatives to build a positive agency culture.

Key Responsibilities

Project Management & Delivery

- Work with your line manager to ensure quality end-to-end project management of your work
- Work with your line manager to ensure all projects are accurately scoped and appropriately resourced
- Demonstrate an understanding of the production and post-production process and workflows
- Strong collaborative attitude, with a willingness to listen and learn
- Ensure all jobs are completed and closed with all requisite data & budgets clearly specified



- Complete all briefings documents, templates as requested and share them through WIPs and reviews for your projects
- Assist with booking suppliers for all jobs as instructed by the Content & Operations Manager
- Be able to work independently when required, owning your own workflow and project communication both internally and externally
- Attend and request daily status meetings with team, keeping the team status report updated for your projects at all times
- Work with the team to create and maintain project timing plans calling out key client & agency milestones
- Ensure you are able to give the agency or client an exact status on all of your projects at any given time
- Provide support for Content & Operations Manager in conducting third-party supplier research and sourcing
- Be able to discuss with your team any issues relating to the office, production, timings and delivery with confidence and authority, delegating upwards where necessary
- Foster clear communication & promote positive, collaborative working relationships between agency teams at all times

Office Management & Administration

- Strong organisational and administrative skills, able to act quickly and efficiently
- Supporting the team in the day-to-day management of the office - ordering office supplies, organising repairs and maintenance and other ad-hoc duties as requested
- Willingness to roll up sleeves and get stuck in when asked
- Managing the petty cash fund, ensuring receipts are collected and correctly logged
- Reporting any issues to Management Team in a timely and proactive manner

Client Servicing

- Support the Content and Operations Manager in creating and delivering all formatted client communication documents, structures and information
- Ensures all client facing production templates are created, correctly filled out and always relevant
- When needed communicates with clients and team in a clear and timely way, managing expectations and reporting issues to line manager as they arise
- Develop a positive relationship with clients when required demonstrating commitment, building trust and maintaining integrity
- Provides outstanding friendly customer service
- Continually evaluates their client servicing skills, seeking to improve



Financial Responsibility

- Work with the team to create accurate client estimates.
- Update finance sheets with all costs and numbers as supplied or requested
- Work with Content & Operations Manager to negotiate and book crew and kit, ensuring all suppliers provide matched invoices for all work quoted
- Has an awareness of project budgets, ensuring these are not exceeded
- Have a basic understanding of profit on each job
- Make company purchases, equipment orders and crew as authorised
- Claim expenses in line with Company Guidelines and in a timely fashion

Contributing to the Culture of the Agency

- Look for opportunities to actively participate in wider agency initiatives that will build a positive agency environment, and actively embrace the QPUK culture.

About QPUK

QPUK is an industry leading, award winning digital communications agency specialising in the production of video and digital content.

We are based in London's West End but operate internationally, partnering with global brands to deliver effective digital communication. With over 13 years of working in the Brand and corporate sectors, we have firmly established a world class reputation for intelligent video solutions.

We're a tight-knit team and an office of 16 people with a positive working culture of getting stuff done and having fun whilst doing it. We are passionate about consistently improving the quality of our work and ensuring our clients receive an unparalleled service.