



with 3 Mills Studios



# STEP

## Studio Office Assistant

Location of role: Newham (E20 1EJ)

Placement hours: 37.5 hours

Working pattern: 9:00 – 17:30 Monday- Friday

Placement length: 12 months

STEP Strand: Film, Music, Radio, TV, Broadcast & Production

## About 3 Mills

3 Mills Studios; the iconic production destination in the heart of London's most vibrant creative community. Our inspiring and versatile studio space has hosted many film, TV and stage productions including Wes Anderson's Isle of Dogs, Lend for Working Title Films, BBC's MasterChef, RuPaul's Drag Race UK, and most recently high-end TV Dramas The Great for Hulu and The Third Day for Sky Atlantic.

It has inspired some of the most successful independent films including Danny Boyle and Terence Davies, and has been home to countless television commercials and music videos.

3 Mills Studios is one of the most accessible studios in the UK with 9 filming stages, 11 theatre rehearsal spaces and over 75,000 sq. Ft of filming space.

Visit our website to find out more:

<https://3mills.com>

## About the role

As a Studio Assistant, you will play a key role in supporting the Sales and Operations teams at one of the UK's leading Film/TV and Theatre Rehearsal Studios.

Over 12 months you will gain a strong understanding of many facets of operating busy and dynamic Studio. You will do a 6 month placement working with each team, and will be involved in the client journey through all phases; from initial meetings and showing potential clients around the studios, contracting, on-boarding, and wrapping up projects at the end of occupancy

### Main Duties and Responsibilities

#### SALES TEAM (6 MONTHS)

- Working directly with the Sales Team to manage bookings, including
- Responding to booking enquiries.
- Inputting, updating, and maintaining the Studio Bookings System (4s) and Customer Relationship Management (CRM) system (GoldVision)
- Tracking leads and following up.
- Attending site recces with the Sales Team.
- Generating Studio Use Agreements to confirm bookings.
- Briefing the Operations team on production requirements
- Providing administrative support on the Studio Weekly and Monthly meetings, including generating reports and taking meeting minutes.
- Getting involved with Studios' marketing activities such as writing newsletter copy, creating a social media post, and planning of client events
- Plus all other reasonable tasks as requested by Senior Management Team.

#### OPERATIONS TEAM (6 MONTHS)

- Working Directly with the Operations team to deliver the best possible client experience onsite.
- Assisting the Client Services Coordinator in ensuring the clients needs onsite are addressed, including parking, power, furniture, waste and cleaning.
- Working with Facilities Management to ensure all Health and Safety Documentation has been received.
- Ensuring all spaces are in the best possible condition prior to client occupancy
- Uploading the production onto Planner and ensuring all tasks are complete
- Logging maintenance requests on TAP.
- Greeting clients when they have arrived onsite
- Assisting the Client Services Coordinator on the generation of Exit Bills at the end of occupancy.
- Plus all other reasonable tasks as requested by Senior Management Team.

## Skills and experience

- Enthusiastic, trustworthy and reliable
- Excellent written and oral communication skills
- Good timekeeping
- Excellent Attention to detail
- Ambitious and hardworking with a highly flexible attitude
- Ability to juggle and coordinate multiple priorities, simultaneously, under pressure within tight deadlines and changing circumstances
- Strong team and interpersonal skills. Outgoing people person who is keen to broaden professional network
- Computer literate including reasonable standard of Word, Excel, PowerPoint,
- Proficient use of social media and online platforms as a source of research and engagement
- Knowledge of / passion for the film/television/theatre industries (Preferred but not required)

## About STEP

STEP is a training programme for young East Londoners local to the Olympic Park, who are ready to bring ideas, creative energy and perspectives to the creative and cultural sector.

You must be;

- Aged 18 to 30
- Resident of Hackney, Newham, Tower Hamlets and Waltham Forest and have attended school or college in these boroughs

Through STEP, you'll get paid London Living Wage over a 12-month training programme to develop a range of skills and creative approaches and build on your network across different organisations or departments. You'll complete a work-based placement, grow as part of a peer network, take part in regular professional development workshops, and get a budget to produce a collaborative project. We'll also connect you with a specialist industry mentor, provide careers coaching and continue to offer support as part of our community after the programme.

## How to apply

Complete our STEP application form by 10am on 31 March 2023, you can upload video or audio responses.

[STEP application form](#)

## For more information

If you require information in an alternative format, or want to speak to us about any access requirements, please contact us at [goodgrowthhub@anewdirection.org.uk](mailto:goodgrowthhub@anewdirection.org.uk)

Go to the Good Growth Hub website to find out more here about the STEP programme, book in to attend one of our information sessions, hear from STEP alumni and read out application guide for some expert tips.

<https://goodgrowthhub.org.uk/programmes/step>