



Operations Administrator

Hybrid working – Edinburgh office min 2 days per week

full-time

About Copylab

Are you crazily well organised, with a passion for process and a razor-sharp eye for detail? Are you keen to learn and develop in an environment where you can put your ideas into practice? And would you love to join a company that takes pride in providing a flexible, welcoming workplace?

Then a role with Copylab could be for you...

Copylab is an international financial communications agency, and the global communications partner for major investment companies including BlackRock, HSBC, Aviva Investors and Columbia Threadneedle. We are the largest specialist investment writing and content agency in the world, with operations in the UK, Europe, Asia and North America. We work with more than 100 people worldwide, including more than 80 writers and creatives that specialise in financial communication.

We're continuing to expand. And we may need your help to do so.

About the Role

We are recruiting for an operations administrator who can support our growing UK & Europe operation. Highly organised and detail-oriented, the successful candidate will support the operations manager in overseeing the day-to-day operations of the company, ensuring all processes and procedures are followed.

This is a wide-ranging role, so the work will be varied and often fast-paced.

Responsibilities

- Assisting the operations manager in handling work scheduling and administration tasks;
- Supporting the operations manager and business development team in resourcing client work;
- Taking ownership of tasks assigned by operations manager;
- General administrative work, including email management, organising meetings, compiling notes and compiling reports;
- Freelancer management:
 - Managing and maintaining relationships with contractors, ensuring that they are meeting contractual obligations and delivering high-quality work;
 - Handling any issues that arise with freelancers, such as timesheet queries or missed deadlines;
 - Assisting in the recruitment and onboarding of new freelancers as needed;
- Managing and maintaining the company's freelance databases, records, and filing systems;

- Managing the flow of emails between Copylab and our freelancers;
- Troubleshooting issues with the company's systems and working with IT support to resolve them;
- Assisting the operations manager with continuous improvement projects and implementing new processes.

Once you have mastered your responsibilities, you will get the opportunity to develop your skills in other areas. This will depend on Copylab's priorities and your career aspirations, but this could include developing marketing materials, supporting with finance tasks and helping the HR team with continuing improving our training and onboarding process.

Skills & qualifications

Essential

- Administration experience;
- Excellent organisational skills;
- Able to work effectively in a team environment – adaptable, reliable with a strong 'can do' attitude;
- Able to operate flexibly in a fast-paced, fast-changing environment;
- Focused on quality and attention to detail;
- Great interpersonal skills, including strong verbal and written communication;
- Confidence in dealing with senior management and clients;
- Ability to work quickly to tight deadlines;
- Proficiency in MS Office (Word, Excel, Powerpoint);
- Excellent understanding of IT and workflow solutions, including the use of internal systems.

Desirable

- Worked in a similar role i.e., resourcing;
- Project management skills;
- An administration qualification;
- Previously worked in financial services

Benefits

- 31 days annual leave plus 3 bank holidays
- 2 volunteer days per annum
- Contributory pension of 6%
- Private medical insurance
- Wellness allowance
- Discretionary bonus
- Annual pay reviews

How to apply

Please send your cv along with a cover letter to explain why you have the right skills and experience for this role to kirstie@copylabgroup.com. Please note that we will automatically regret any cv without a covering letter.