

Operations Manager

Thank you for your interest in working at Julie's Bicycle.

Role Summary:

Julie's Bicycle (JB) is seeking an experienced, proactive, and collaborative Operations Manager to oversee core administrative, office management, systems, recruitment, and event logistics across the organisation.

Job title:	Operations Manager
Contract:	0.8 FTE (4 days) , permanent position
Location:	Hybrid working: office base is at Somerset House, London: a hybrid model of in-person & virtual – with a minimum of 1 day per week in the office. This can be discussed at interview (*)
Salary:	£36,000 – £40,000 per annum
Reporting to:	Operations & People Lead
Start date:	ASAP (ideally beginning of October 2026) – depending on candidate's notice period
Hours:	Working hours are 9.30am – 5.30pm, Monday to Friday (requests for flexible working hours will be considered)

Other:

- Annual leave is 25 days per year (pro rata) plus standard bank holidays
- Cultural entitlement of £250 per annum (pro rata) to spend on arts/ cultural events & activities
- All employees are able to claim 1 hour a week for personal wellbeing
- Pension scheme enrolment and 6% employer contributions (reviewed annually)

(*) Access to office space in London is always available to staff who can't or don't want to work from home.

Some element of travel is involved in this role.



If you would like this application pack in a different format (e.g. large print or audio file), please email recruitment@julesbicycle.com.

About Julie's Bicycle (JB)

JB unites culture, creativity and climate action to drive change. For nearly two decades, we've been at the forefront of the creative climate movement – one of the first to position culture as a powerful force for radical change. Our mission is to mobilise the creative sector, equipping thousands of artists, cultural organisations, and creative leaders with the tools, knowledge, and confidence needed to transform their practice into climate action. We focus on tackling the root causes of the climate, nature, and justice crises by shaping thinking, informing policy, and scaling practical solutions. Together, we can turn creativity into a powerful force for a just and regenerative future.

julesbicycle.org / [Instagram](#) / [Threads](#) / [Linkedin](#) / [Bluesky](#) / [Facebook](#)

The Role

We're seeking a collaborative and detail-oriented Operations Manager with 8+ years of professional experience to join our team. Operating at a mid-level capacity, you will serve as the engine of JB's internal operations, leading daily office and facilities management, streamlining digital tech stacks, supporting recruitment and onboarding, and ensuring health & safety, GDPR, and compliance across the organisation.

Key Responsibilities

General Administration

- Act as the first point of contact for general enquiries to JB (including coordination of speaker event invitations and updating these in the centralised CRM event pipeline): screen emails, phone calls, and post; direct and distribute these to other team members or respond directly.
- Act as the 'go to' person for general administrative queries from the team, maintaining a supportive and helpful approach at all times.
- Proactively support the development and maintenance of administrative processes and systems.

- Support with venue, travel, and accommodation arrangements for the Directors and team, and schedule meetings as needed.
- Implementing JB's own Environmental policy & action plan in relation to operations. Working closely with the environmental champions to reflect back any learnings, make changes and iterate the policy.
- Undertake research and projects for the Operations Lead as required.
- Respond flexibly and swiftly to changing administrative priorities.
- Support budgeting and logistics for team activities (e.g., socials, team days, team meets).

Office Management

- Ensure the office environment is comfortable, equipment is maintained, and hybrid working logistics are smoothly delivered.
- Encourage the team into the office space by creating engaging in-person socials (lunch learning, lunch crafts, after-work drinks, yoga, etc.).
- Serve as the primary point of contact for Somerset House facilities, rent renewal, and office-related issues.
- Monitor hybrid working policy compliance and implement necessary operational adjustments.
- Review and maintain compliance and communications around security and Health & Safety (H&S) at work.

Systems Support & Technology

- Lead IT service delivery within a hybrid working environment through coordination and optimisation of internal IT, security, maintenance, and suppliers, with support from our IT provider (Pioneer).
- Monitor and maintain the operations digital technology stack, including system monitoring, integration health checks, and performance tracking.
- Maintain JB's cloud filing system, Google Enterprise suite, and intranet, including working with the team to improve the existing architecture (alongside Pioneer).
- Act as our GDPR Officer, to ensure operational compliance with UK GDPR laws and best practices.

- Maintain ongoing visibility across JB's systems to proactively identify process improvements and cross-team opportunities alongside the digital champions group.
- Oversee the existing integration of software and event technology platforms, including: ActiveCampaign CRM, Zapier, Gravity Forms, Freshdesk, Xero, SurveyMonkey, Zoom, and Eventbrite. Act as the first point of contact at JB for any troubleshooting.

HR Support

- Ad-hoc support for the Operations & People Lead to administer HR software and data management using BambooHR.
- Support with basic HR support and signposting (e.g., annual leave queries, employee handbook guidance).
- Issue standard contracts and NDAs for freelancers and work placements.
- Support full-cycle recruitment administration (timelining, JD preparation, advertising, hiring manager liaison, referencing, offer letters, and contracts).
- Support board, contractor, and external recruitment processes.
- Deliver seamless onboarding and offboarding procedures for incoming and departing staff.

Person Specification

Essential

- Experience: Mid-level operations generalist background with 8+ years of experience in administration, office management, systems management or operations management.
- Office Management: Demonstrated experience managing physical office spaces (preferably within Somerset House or multi-tenant spaces) and maintaining hybrid working policies.
- Systems & Digital Stack: Strong technical literacy and experience administering digital systems, including Google Workspace, BambooHR, CRM tools (ActiveCampaign), Zapier.

- Compliance & Governance: Solid understanding of UK GDPR laws (for the right candidate we could provide training), Health & Safety compliance, and basic HR administration procedures.
- Location Presence: Based in or near London with the willingness and capability to work regularly from the Somerset House office (more than once per week).

Desirable

- Experience working within the non-profit, cultural, arts, or environmental sector.
- Experience implementing or managing organisational environmental policies.
- Hands-on familiarity with integrations via Zapier and web form management (Gravity Forms).

Why Join Us?

At Julie's Bicycle, you'll join a passionate team working at the intersection of creativity and climate action. We offer a collaborative, inclusive, and flexible working culture - where your voice will shape how the cultural sector responds to one of the greatest challenges of our time.

How To Apply

If you'd like to apply, please:

- Complete the application form and equal opportunities monitoring form found on our website [here](#).
- Submit these via our application portal by 11.59pm on **Thursday 17th September 2026**.

We strongly encourage early applications as we may close the recruitment early if we have reached a sufficient number of viable applications.

We know job descriptions can feel daunting and that people who are from the global majority, from working class backgrounds, those without formal

qualifications and some LGBTQ+ candidates are statistically less likely to apply even when they are well suited to a role.

If you read this JD and felt you *almost* matched (if you have built relevant skills through freelance work, lived experience, activism, organising or routes outside formal education) we very much want to hear from you! We also believe class is not defined by education or parental occupation alone. If you identify as working class by your current financial experience and lifestyle, that counts.

Our commitment to underrepresented individuals:

As part of our ongoing commitment to building a team that better reflects the people, communities and causes we serve, we operate a Guaranteed Interview Scheme for disabled candidates, in line with the Equality Act 2010.

This scheme is available to candidates who identify as disabled (including under the social model of disability, encompassing physical, sensory, cognitive, mental health and long-term health conditions) and who can demonstrate within their application that they meet all of the essential criteria outlined in the job description.

Candidates will be asked within the equal opportunities form whether they wish to be considered under this scheme. This information will be handled in confidence and will only be shared with those involved in the shortlisting process where necessary to apply the scheme.

We are committed to increasing the diversity of our workforce and recognise that some groups are underrepresented within our organisation and sector. We therefore actively encourage applications from people from ethnically diverse backgrounds. Where candidates are equally qualified, we may apply positive action in line with the Equality Act 2010 to select a candidate from an underrepresented group, where this is a proportionate means of addressing underrepresentation.

A note on AI:

While we understand that some people may use AI tools for accessibility (and recognise and support that many assistive technologies may use elements of AI), we ask candidates to consider what tools are most appropriate during the application process. For example, we recognise the value for many people of machine learning language tools like Grammarly.

On the other hand we would discourage the use of generative AI tools in writing your application, as we'd like to understand your personal interest in working for Julie's Bicycle, and be able to understand your non-AI-assisted communication skills just as they are.

We also recognise that for many of the people and creative communities we work with, the rise of generative AI poses a threat to their livelihoods, while the environmental impacts of AI are only set to grow: this means we also have a responsibility as Julie's Bicycle to consider where and when (and if) we use AI in our work.

Thank you for your interest in working at Julie's Bicycle.