

# SENIOR CREATIVE PRODUCER

The Senior Creative Producer will lead on all larger events within the agency, ensuring multiple activations run smoothly and the client and internal team are always fully serviced.

The Senior Creative Producer will take responsibility for the delivery of quality experiential work that meets the client's needs and visually astounds, creating highly memorable and atmospheric experiences.

Success in this role comes from effective management of the junior team, and the ability to lead and inspire others inside and outside the agency. As well as this the role requires someone who approaches briefs and budgets with both a creative and commercial mindset.

## ABOUT US

We are a new-generation, multi-discipline, experience design studio... and if you were wondering what that actually means; well, we create brand experiences which dabble in food and drink, crafts, set design, aquatic plants, sandcastles, flower pressing, glass blowing (you get the idea) to build unique experiences, that matter.

We do not believe in "one size fits all" propositions and think that good design doesn't always have to be serious to get serious results.

We work with commercial brands to produce experiences which crescendo their marketing calendars. We love what we do and that passion shows right through the design process and into all physical touch points. We join the dots between an array of talented people to create immersive experiences, whether that's a mailer on your doorstep, a VIP retail workshop or an all singing all dancing event! Our clients include big names such as John Lewis, Estee Lauder, Longchamp and Selfridges.

We are SO proud to be B Corp certified. We are part of a growing group of companies championing conscious business practices by prioritising purpose as well as profit. B Corp (in a nutshell) envision a global economy that uses business as a force for good! Pushing for positive change has been a critical part of our company's growth and success – if we can make it better, more robust and more green - we will. Now we are certified our aim is to be the very best creative partner for brands that want to achieve fabulous creative but not at the earth's expense.

We are a young team based in Central London who put people first and promote a friendly atmosphere. We work hard, we've got each other's backs, we like to have a laugh, and ultimately, we are looking for strong teammates who are looking to build upon the successes we have already had and takes us to new lofty heights!

Heaps + Stacks is an equal opportunity employer, committed to creating a diverse and inclusive environment, where all applicants will receive equal consideration regardless of race, ethnicity, religion, gender, sexual orientation, age or disabilities.

## OUR VALUES

- **IMAGINATION** - We dream big
- **JOY** - We believe in the power of fun
- **PROGRESSION** - We never stand still
- **CARE** - We are considered

**WHO YOU'LL BE WORKING WITH:**

- Internal: SCP will lead on day to day management of their direct reporting Jr staff within the team, being accountable for their performance and providing them with learning and development opportunities
- External: Various client teams, including senior level clients and directors (SCP will often need to lead on meetings with support from JR staff). Suppliers who need specialist and experienced knowledge and who are integral to activation success such as set build, lighting, tech, stylists etc
- Line manager: SCP will report into the Senior Creative Project Director and Company Director to feedback on day to day successes, developments as well as any challenges along the way.

**WHATS EXPECTED:**

- Lead client contact on day to day level, particularly with senior clients
- Overall responsibility for the level of experiential output on their project (on brief, on time, in budget)
- Fully developing creative projects from initial idea through to reality
- Leading and inspiring the Jr team to ensure projects are delivered successfully on time and on budget from pitch to wrap stage;
- Keeping a check on where team members can progress their career/skills and suggestions for what new members we'd need to start looking at hiring
- Leading with proactive and energetic approach to work as well as an ability to stay calm under pressure – as your mood will be reflected by your direct reports
- Making senior decisions on client accounts with the company's best interests and future business objectives in mind
- Signing off on all project timelines, proposals and budgets and recons for your direct team
- Making sure your team are evenly distributed projects and that each team member is getting the chance to take on new challenges and getting a variety of tasks whilst also making sure they aren't given tasks too far outside of their skillset – this includes updating whos on what on Monday.com
- Expert training and coaching the team where needed across; project management, deck writing, budgeting, jargon, best ways of working with any tips and tricks as you go
- Ultimate management of all suppliers for your teams jobs, including cost negotiations – making sure we get 3 quotes where possible
- Ensuring consistency & quality of projects and improving efficiencies within the team
- Post event evaluation of all projects (lead by the producer) – working out where we can do better next time and collating reports and actioning any feedback
- Ensuring client communication is at the right level throughout – and there's a good mix of calls and f2f meetings to develop good relationships, get good quality feedback and not to overload clients with comms or underloaded
- Using experience and industry knowledge to calmly and quickly solve problems single handily
- Preparation of proposals and pitching for new business – and working out how we can do this in an elevated way to impress ideally with samples and 3D elements to touch and feel – i.e papers / fabrics / F&B samples
- To push concepts which are sustainable and recyclable and minimise waste
- Looking for and working on external marketing opportunities for the business with an entrepreneurial spirit
- Managing freelance/specialist help where required and sometimes working with MD to interview candidates to find appropriate team members
- Commercial viability of live jobs once signed off
- Managing budgets and providing updates to the client and reporting to the senior team on P&L and letting Jr team know how much they have/should be spending on various items
- Contracting negotiation with 3rd parties and SOW on larger production jobs
- Collating any notes for team catch ups, progress reviews, probation meetings (for direct reporting team)
- Creating ways of working for the project team to make sure timings and deadlines don't get missed or truncated
- On-site event delivery – UK and overseas. Sometimes working weekends and evening as required
- Support the senior team in the day to day running of the agency via feeding back on what would aid the teams success or anyways in which the company can 'tighten up' to make sure we continue to become more time and cost/time effective, whilst also maximising creative output
- Sending out and chasing invoices and making sure invoices are submitted for payment on time
- Speaking to RAMs and insurance suppliers on jobs which may require specific consultation
- General day to day storage and office management
- Making sure all projects are reconciled, gifts sent, website, blog and creds are updated
- Making sure all tracking and receipts are filed and captured in the correct ways and on time

**Performance in this role will come from guiding the team towards..**

1. Outstanding Creative / pushing the limits and doing something different
2. Quality of what's produced - (inc sustainability and use of materials)
3. 2 – saving money where appropriate but also allowing enough money to gain the quality/ creative freedom we require
4. Account Management – creating a joyful and stress-free experience for the client to ensure repeat business

**WORKING WITH US:**

To succeed here, you have to love working at pace. It's relentless, but we love it. Change is a certainty – you need to adapt and be agile. We want you to challenge the status quo, innovate and be open to trying new things. We're always pushing boundaries. We empower our people, giving them freedom and autonomy to learn and grow in their roles. We're passionate, agile, creative and one team.

**MORE ABOUT YOU:**

- A collaborative approach to projects and experience working within a busy agency
- Comfortable leading with clients
- Confident in managing budgets
- Must have an interest in sustainability, materiality and look at experience production with a future focused and environmental lens
- Passionate, energetic and enthusiasm for experiential, with a creative flair
- Excellent communication skills to interpret and negotiate briefs with clients and the internal team
- Good presentation skills and the confidence to explain and sell ideas to clients and colleagues
- Time management skills and the ability to cope with several projects and deadlines at a time
- Accuracy and attention to detail when finalising work
- Any outside interests in theatre, culture, food and drink would benefit the role

Salary between £35,000 - £55,000 depending on experience

*Please note we review salary regularly to make sure the team move in line with the business as well as their individual efforts.*

**WHAT YOU MIGHT HAVE DONE BEFORE:**

To be considered for this position we are looking for candidates with 5 years min experience working within an event or experiential agency. We are looking for experience in delivering integrated campaigns involving events, knowledge of the whole creative process and the ability to interpret a brand and develop creative concepts.

**WHY JOIN US?**

- **Flexi working times and working from home** – The team can work their 7.5 hours with a start and finish that suits them, we are also flexible to work from home or wherever best to get the jobs done to the highest standard. This is completely up to the team member to decide on their own accord but of course altered working hours must not disrupt the wider team or the paying client.
- **Collaboration** – as pretty much all of our projects include site visits, physical items, office deliveries, face to face brainstorming etc we do recommend 2-3 days per week in the office per week to get the best results. This is recommendation only and will vary from time to time, week to week.
- **We have meeting free Fridays** to give the team time to wrap up their work as well as a good amount of time, uninterrupted to get stuck into deep work.
- **Training** – We are proud to offer training to all employees including group training days with varying themes and topics as well as offering employees further training to upskill for the maximum value of £500 per year.
- **Duvet Days** – Our team have 2 duvet days per year. A duvet day is a day that you can take off without notice in advance. They can be taken whenever you need a day off due to mental health and you haven't already requested annual leave.
- **Reading week** – We're big on learning and development at Heaps + Stacks so in January we host an annual 'reading week' where we have half the week off to get stuck into business books (bought by the company), or just any book really that will strengthen what you do and how you do it!
- **Volunteering day** - We offer employees up to 2 days per year of volunteering on company time, and the company donates £10,000 to charities every year.
- **Holiday** - we offer 25 days annual leave per year and after an employee has completed two years working at Heaps + Stacks you are entitled to one day extra holiday per year for each additional year of service, capped at a maximum of 30 days holiday per year (excluding Bank Holiday and National Holidays).
- **After three years of service with Heaps + Stacks**, employees are entitled to a one off, £1000 bonus
- **After five years of service with Heaps + Stacks**, we offer employees the opportunity to take a one month fully paid sabbatical
- **Mobile phone allowance** – Each month we will pay £20 towards your mobile phone bill. There's nothing you need to do, this will be added into your pay each month.
- **Cycle to work scheme** – We offer the cycle to work scheme, which allows you to obtain commuter bikes and cycling accessories through Heaps + Stacks, whilst spreading the cost over 12 months and making savings through a tax break.
- **Maternity** - We will pay enhanced maternity/adoption pay if you have been employed with us for 37 weeks at the 15th week before your Expected Week of Childbirth. The pay is broken down into:
  - Twelve weeks full pay
  - Followed by six weeks half pay
  - Followed by fifteen weeks off Statutory Maternity Pay flat rate.
 Any employees returning back to work at Heaps + Stacks after maternity or adoption leave will receive a one off discretionary welcome back bonus
- **Expensed Gallery Trips** – We offer each team member £25.00 to expense for a visit a gallery or exhibition every month.
- **Good Egg** - At the end of the month the team vote who has gone above and beyond that month and whoever gets voted the most gets a voucher for Selfridges.
- **Work Abroad** – Up one week per year to work abroad, as long as it doesn't cause stress to the team! (Full T&C's to be confirmed if successful)
- **You Move, We move** – We want our team to feel settled. So if you're moving house, you can book one van per year on us! (Full T&C's to be confirmed if successful)
- **Spicy & Spiritual** – Every other month will be either something spicy or spiritual so we'll go for a group curry OR we will have a spiritual treat in the office which could really be anything but angel card reading, crystal/spiritual healing are just to name a few!
- **Craft club** – On the first Tuesday of each month in the office we hold crafty workshops (with beer & pizza) It's an opportunity for us all to share skills, learn a craft and have a laugh. Each session is run by a different person - the workshop can be anything - the more weird and wonderful the better.
- **Quarterly team lunch, Thursday drinks and lots of snacks** – Every quarter we will have a team lunch together in the office and every Thursday from 4pm our drinks trolley is open serving alcoholic and non-alcoholic drinks! Oh, and we have a variety of snacks in the office too!
- **Bonuses** – We also offer a range of bonuses to employees including introduction, performance and new business bonus. Full T&C's will be given to all successful candidates.

**RECOMMEND A FRIEND...**

If this role isn't quite right for you and you know someone who might be a good fit, all successful introductions that end in employment will benefit from an introduction bonus of £1000 for initial successful placement and £500 when they pass their probation.