
Role: Resource Manager

Location: Shoreditch High Street, E1 - hybrid working from home and the office

Start date: Immediately

The skills we're looking for: Resource management of 30+ people, agency experience, working across strategy and creative, worked with a scheduling programme (using Paprika is a bonus)

Salary: £40k-45k (we're open to a flexible working arrangement)

Reporting into: Operations Director

Apply: [Click here](#) to apply! You will be taken to an external website where you will be asked to fill out an application form. Make sure to attach your CV and cover letter. Tell us why Given, why this role and why you.

The role

This is a fundamental role in our fast growing business. We know that if we manage our people's time properly, it has a positive impact on both the business commercials as well as, and often more importantly, the well being of our teams. We want to make sure we have the right people working on the right jobs with enough time so everyone can be at their best. Having someone to own this process and bring the experience to make this happen is integral to the success of our business.

We are looking for an experienced resource manager who is solutions focused, calm under pressure, reasonable, approachable and able to build relationships across all disciplines and seniority. We are looking for improvements and guidance to manage our creative and strategic resource scheduling as effectively as possible. You will work closely with:

- Team Leads who are specialists in their disciplines to ensure we have the right skills across our client work
- New business and marketing to also manage resource for internal projects and new business pitches/proposals
- Operations and Finance Directors to input into utilisation, staff headcount and use of freelancers, supporting the business to achieve our commercial and operational goals
- Freelance network to bring in additional skills as and when required

You'll report into the Operations Director who will support you in succeeding in your role and ensure you have the tools and access to information that you need to do your job.

Day to day

To give you an idea of what we anticipate from this person on a day to day, here is a description of some of the key tasks that you will be responsible for:

- Managing day to day workloads across strategy & creative, working in collaboration with the client team and team leads
- Introducing a resourcing tool/system/process that you can implement to deliver effective, efficient and accurate resourcing needs
- Owning and managing resource requests by validating requirements and affordability based on brief and budget
- Proactively engaging with teams to gain meaningful understanding of their skills, experience and aspirations, and identify the right opportunities for them

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- Leading casting meetings to understand impacts to resource needs (new projects, timeline movement, internal projects etc.) and facilitate risk/issue mitigations
 - Managing new business requests (pitches/proposals) planning team to work on new business and potential team to deliver if we win
 - Providing accurate and insightful reporting and analysis to team leads and the leadership identifying skills gaps and making strategic and thoughtful staffing suggestions to ensure FTE recruitment or FL needs are filled with the right person at the right time and at the right cost
 - Identifying current and potential future over/under utilisation, and work with leadership to address issues and mitigate risk
 - Maintaining a network of multi-disciplinary freelance contacts who can be called upon at short notice for project or pitch work. This includes recruiting FL talent, managing their contracts, timesheets and raising PO's
 - Experience using Paprika as a resourcing tool (desired but not essential)

About you

You will have experience in resource management and have worked with strategists as well as creatives. You will be proactive in building a process that works for you and the agency, and feel motivated to make the job your own. You will be able to see the big picture and be a great communicator across all teams and leadership. You will be confident working with a senior team and advocate for what is needed during times of high pressure.

You will be comfortable working in a growing agency with ambitious recruitment plans and enjoy getting to know new people and understanding their skills. You will feel confident in your ability and are able to manage difficult resource based conversations professionally and constructively.

About us

We're Given – the agency for purpose-driven brands. Founded in 2009 to help brands and business become a force for good, we've shaped sustainability strategies, dreamt up integrated creative campaigns and built impactful brands – all with a laser focus on creating positive change in the world. Our work has helped national and international brands like IKEA, John Lewis & Partners, Nationwide, Shelter, Aviva, Trainline, Calvin Klein, Yorkshire Water, Napapijri, Tommy Hilfiger, and many others, define and execute on their brand purpose. We fundamentally believe it takes both insightful strategy and imaginative creativity to change things for good, so we have both under the same East London roof.

We are growing approximately 40% year on year with a constant flow of incredibly talented, ambitious and smart people. We instill a culture based on trust, mutuality and belonging, and we strive to deliver a high performing, high support environment where everyone can thrive.

Recruitment process

Our first step will be a 30 minute phone call to understand a bit more about you and why you've applied. Next, we'll invite candidates to a first round interview to get into more detail about you and the role, as well as taking a look at your experience together. The final stage will involve answering a short

brief that will take no longer than a half a day of your time to prep. We'll ask you to come into our office (if you're comfortable doing that) to present your thinking.

For our people

- Hybrid working, with only one fixed day in the office a week
- We offer 26 days paid holiday per calendar year pro rata, plus public holidays. We also close the office between Christmas and New Year, which is in addition to your paid holiday allowance
- Company bonus scheme
- Pension Scheme with Aviva
- Health plan with SimplyHealth
- A tenure bonus reward after 3 and 6 years of employment
- Work from anywhere for 1 month of the year, after your first year of employment
- Access to our Given Campus for training and development needs
- Interest free season ticket loan and Bike to Work scheme
- Option and role dependent mobile phone for business and personal use (UK domestic calls only)

Given strives to be an equal opportunities employer and everyone's commitment to this process will be expected. We are proud to be different and that starts with our people. We believe in equal opportunities for everyone. Individuality is what makes us great, we want everyone to bring their full self to work and create something amazing. We are happy to discuss flexible and agile approaches to working for all our roles - we can't promise we will be able to offer you everything you want or need but we do promise to discuss it with you openly and honestly. If you have any reasonable adjustments required in order to fully participate in the recruitment process, please discuss it with our recruitment team.