

Head of Programmes

Job Details

<i>Appointment period:</i>	Permanent
<i>Contract type:</i>	Full time
<i>Salary:</i>	Competitive, dependent on experience
<i>Location:</i>	Studio 11G, 90 Haymerle Road, London SE15 6SB
<i>Reports to:</i>	Director

Job Purpose

The Head of Programmes will take a leading role in our team, supporting the Director in overseeing the delivery of a wide range of bespoke projects, from project programming and client liaison, to design, fabrication, and installation. The Head of Programmes will assimilate their knowledge of fabrication design, studio operations and project management in order to develop holistic systems that facilitate high-quality works appropriate to client briefs. In all aspects of their role, the Head of Programmes will lead by example to maintain the excellent standard of service that our clients and collaborators expect from Weber Industries.

Main Duties and Responsibilities

- **Project delivery**
 - Direct projects and coordinate works in the studio programme.
 - Govern projects creatively and holistically by assimilating your knowledge of design, making and project management.
 - Deputise for the Director as and when required managing and leading on the design and delivery of projects.
 - Manage projects diligently and work with initiative to ensure the delivery of high-quality works appropriate to the client brief.
 - Work efficiently, and keep the team's working hours under review, to maintain studio programme and deliver projects within budget (committing additional hours where necessary).
 - Manage your time effectively, delegate tasks and help others when they are busy to ensure the team works together to meet project deadlines.



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- Manage the timeline, cost-effectiveness and quality of materials and outsourced services.
 - Liaise with specialist partners, including manufacturing, consulting, construction and transportation firms.
 - Oversee logistics for delivery and/or on-site installation.
 - Use studio systems to ensure project progress is managed effectively; adapting and developing these systems as required.
 - Lead meetings and guide communication between team, collaborators and clients to keep all relevant parties updated with progress and realistic completion dates.
 - Use Microsoft Word and Excel to produce health and safety documents, including RAMS and Methods Statements as required.
 - Use Adobe InDesign, Microsoft Word and Powerpoint to produce handover documents as required by the client.
 - Review project documents produced by other team members as required.
 - Uphold high standards of presentation in all communication with clients and collaborators, with responsibility for quality management to ensure works are delivered to company standard.
 - Address issues or concerns about projects and make required amendments to solve problems.
 - Collate information from project designers and fabricators, as well as clients and collaborators, to develop systems necessary for the successful delivery of current and future projects.
- **Client liaison**
 - Critically evaluate prospective client projects in dialogue with the Director and other team members.
 - Ensure client enquiries are responded to promptly and in a professional manner, assigning client enquiries to other team members for follow-up as required.
 - Manage communication with clients and coordinate research to develop a holistic and in-depth understanding of the scale, context and expectations of the project.
 - Use industry experience and specialist knowledge of materials and processes to produce creative and competitive responses to client briefs.
 - Use Microsoft Word and Excel to produce clear and accurate estimates, tender documents and statements of works.
 - Use CraftCMS to prepare tailored online client pages.
 - Review all client documents produced by other team members as required.
 - Work with the Director and Head of Administration to maintain invoicing schedule and manage client payments.
 - Uphold high standards of presentation, with responsibility for quality management to ensure client communication meets company standard.
 - **Design and fabrication**
 - Oversee design development and fabrication, working in collaboration with our team and clients.



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- Use Rhino to develop CAD designs, 2D and 3D fabrication designs and visualisations.
- Draw on industry experience to offer creative and cost-efficient solutions at design stage.
- Bring specialist knowledge of a range of materials and processes, and transfer these skills to new materials and processes, in order to develop effective fabrication methodologies.
- Address issues with design or fabrication, and make required amendments to solve problems.
- Secure client sign-off before fabrication stage and communicate changes in design or fabrication methods to the team, collaborators and clients as appropriate.
- Work confidently and competently with fixed machinery, portable equipment and tools appropriate to a range of materials and processes (including woodworking, metalworking, CNC-machining, mould-making and casting).
- Uphold high standards of craft and workmanship, with responsibility for quality management to ensure works are delivered to company standard.
- Manage fabrication works in the studio and on-site to ensure they are undertaken in accordance with the company's health and safety policy.

▪ Studio operation

- Ensure both yourself and the team are equipped and prepared for work in the studio or on-site.
- Uphold excellent standards of communication (in person as well as by email and telephone).
- Implement studio systems to ensure operations are safe and efficient; adapting and developing these systems as required.
- Strategise studio developments to improve working conditions and levels of operation.
- Oversee maintenance of a clean and organised working environment (including shared welfare facilities).
- Oversee checks and maintenance to ensure all machines and tools meet health and safety standards.
- Oversee purchasing to maintain levels of materials and consumables.
- Manage the documentation of works in progress and completed projects using a digital SLR and other photography equipment.
- Manage project archive, website and social media profiles to ensure they are organised and up-to-date.
- Manage project notes, drawings, estimates and other administrative records to ensure they are organised in accordance with company procedures.
- Address ideas, issues or concerns about studio operations and make required amendments to solve problems or improve conditions.
- Record any accidents or health and safety incidents in accordance with statutory regulations.
- Undertake risk assessments in the studio and on site as required.

▪ Team work and management

- Support the Director in managing our team.
- Lead by example and set a high standard of work for other team members to aspire to.
- Lead team meetings to review studio programme and project progress.



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- Monitor team performance and work hours, appraising progress in dialogue with the Director.
- Foster positive, supportive professional relationships to enable all team members to grow and fulfil their potential.
- Work with initiative, openness and care in a collaborative environment.
- Bring a creative, positive and hands-on approach to problem-solving in challenging situations.
- Offer constructive criticism and remain open to receiving feedback on your own performance in meetings and appraisals.
- Share industry experience and specialist knowledge with others to support learning and development across the team.
- Manage sub-contractors working in the studio and on-site.
- Lead by example to maintain high standards of health and safety, ensuring all works are undertaken in accordance with the company's health and safety policy.
- Report to the Director.

▪ **Business growth**

- Work with the Director to identify areas for business growth; developing strategies for expanding the scope of our works and increasing levels of operation.
- Represent the company in a positive and professional manner at all times.
- Engage confidently with our diverse and growing client base to maintain high standards of service.
- Maintain excellent professional relationships within the team, as well as with our partners, collaborators and clients.
- Lead by example by contributing to team meetings and group activities to support the growth and development of our team.
- Bring specialist knowledge of fabrication design, studio operations and project management, as well as practical experience with a range of materials and processes.
- Bring industry connections to extend our existing network of clients, collaborators and specialist partners.
- Actively promote the business to foster new collaborations and client relationships.
- Contribute to the positive public profile and social media presence of the business.
- Support our commitment to public engagement and social enterprise.

▪ **Training**

- Actively work to hone your existing skills and develop new knowledge.
- Help to train, guide and support other team members by sharing your knowledge and experience.
- Engage in self-motivated independent learning to accelerate personal and professional development.

Please note: This is not an exhaustive list of duties and responsibilities. You will be expected to work flexibly as part of our interdisciplinary team and adapt to meet the challenge of delivering ambitious bespoke projects.



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Person Specification

This table outlines the essential and desirable requirements for the role of Head of Programmes. Candidates will be selected based on the extent to which they meet these requirements, as assessed at application, interview or trial day.

Experience:	Essential/Desirable	Assessment
<ul style="list-style-type: none"> Minimum 5 years of relevant professional experience, integrating design and making to realise projects. 	E	A/I
<ul style="list-style-type: none"> Minimum 2 years of experience in a senior or managerial role. 	E	A/I
<ul style="list-style-type: none"> Directing the delivery of successful projects, including budgets and programming. 	E	A/I
<ul style="list-style-type: none"> Leadership of a team undertaking works in a studio and on site. 	E	A/I
<ul style="list-style-type: none"> Working in a range of contexts, including construction, architecture, art, industrial design, public installations. 	E	A/I
<ul style="list-style-type: none"> Working with a range of clients, including artists, architects, designers, individuals and institutions. 	E	A/I
<ul style="list-style-type: none"> Strong relationship management skills to enhance business development. 	E	A/I
<ul style="list-style-type: none"> Tendering for projects, including producing estimates, chairing meetings and presenting to clients. 	E	A/I
<ul style="list-style-type: none"> Governing studio operations, with responsibility for delegating tasks and quality management to meet project deadlines. 	E	A/I
<ul style="list-style-type: none"> Managing outsourced services and liaising with subcontractors. 	E	A/I
<ul style="list-style-type: none"> Developing systems to improve efficiency, working conditions and levels of operation. 	E	A/I
<ul style="list-style-type: none"> Experience of teaching, mentoring or skill-sharing. 	D	A/I
<ul style="list-style-type: none"> Experience of public engagement and social enterprise. 	D	A/I
Knowledge and skills:		
<ul style="list-style-type: none"> Specialist knowledge of fabrication methods, processes and materials. 	E	A/I/T
<ul style="list-style-type: none"> Practical making skills applicable to a range of scales and contexts, from structural fabrication to fine making. 	E	A/I/T
<ul style="list-style-type: none"> Management skills, including problem-solving, decision-making, delegation and team motivation. 	E	A/I/T
<ul style="list-style-type: none"> Computer literate, working across PC and Mac on creative and administrative programmes (Microsoft Office, Adobe CC). 	E	A/I/T
<ul style="list-style-type: none"> High level of proficiency with CAD design and 3D modelling in Rhino. 	E	A/I/T



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▪ Confident to use tools, fixed machinery and portable equipment.	E	A/I/T
Knowledge and skills (continued):	Essential/Desirable	Assessment
▪ Detailed understanding of digital fabrication methods (CNC-machining, laser cutting).	E	A/I/T
▪ Awareness of architectural practice, building regulations, and industry standards and conventions.	E	A/I/T
▪ Understanding of health and safety regulations and procedures for compliance (i.e. RAMS).	E	A/I/T
▪ Knowledge of tool and machinery maintenance.	E	A/I/T
▪ Strong verbal and written communication skills.	E	A/I/T
▪ Strong interpersonal and leadership skills.	E	A/I/T
▪ Ability to organise and manage time, both individual and project-related.	E	A/I/T
▪ Strong understanding of craft; with attention to detail and commitment to quality.	E	A/I/T
▪ Ability to transfer existing skills to new materials, processes and contexts.	E	A/I/T
▪ Knowledge of First Aid.	D	A/I/T
▪ Fine woodworking skills (cabinet-making, general carpentry and joinery).	D	A/I/T
▪ Fine metalworking and welding skills (MMA, MIG, TIG).	D	A/I/T
▪ Ability to weld to code.	D	A/I/T
▪ Engineering machining (mill and lathe work) skills.	D	A/I/T
▪ Electrical and mechanical skills (240v and low voltage wiring, lighting, kinetics).	D	A/I/T
▪ Casting and mould-making skills.	D	A/I/T
▪ Decorating and finishing skills.	D	A/I/T
▪ Photography and photo-editing skills (Adobe Photoshop).	D	A/I/T
Qualifications and training:		
▪ At least 5 GCSE's including Maths and English, or vocational equivalent.	E	A/I
▪ Degree level qualification in a relevant subject, or vocational equivalent.	E	A/I
▪ Accreditation from relevant professional body (i.e. CSCS)	D	A/I
▪ Certification of First Aid training.	D	A/I
▪ Certification of Health and Safety training.	D	A/I
▪ Certification of management training	D	A/I
▪ Certification of specialist equipment training.	D	A/I
▪ Valid UK driving license.	D	A/I



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Key to abbreviations:

- E – Essential requirements without which the job could not be done
- D – Desirable requirements that would enable the job to be performed well
- A – Assessment by application
- I – Assessment at interview
- T – Assessment on trial day

Making an application

- Prepare your portfolio with a cover letter and CV (including two references).
- Email your application to Anna Bunting-Branch (Head of Administration) at anna@weberindustries.com
- Successful applicants will be selected based on a 2-day skills trial (arranged on a flexible basis, unpaid).



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