

JOB DESCRIPTION

JOB TITLE:	Executive Assistant / Operations Coordinator
DEPARTMENT:	Operations
REPORTING TO:	Ope Igbinoyemi (Director)
LOCATION:	London
START DATE:	ASAP
SALARY:	£32,000 to £35,000 per annum depending on experience
APPLICATION DEADLINE	Wednesday 29 April 2026
FLEXIBLE WORKING	We offer a flexible and remote working policy. Core in-office days are Tuesday and Wednesday in our office in East London.

Serious – Overview

Serious is one of the UK's leading producers of live jazz, international and new music events. Working with artists and partners from all over the world, we create world-class festivals, concerts, tours and special events including the EFG London Jazz Festival, the UK's largest annual celebration of jazz. Widely acknowledged for delivering world-class artists and emerging stars, the Festival continues to take jazz to a massive audience, in one of UK's landmark music events. However, our work spans much further than the Jazz Festival, we produce more festivals throughout the year in broader musical genres, provide programming consultancy, and produce a rich year-round programme of Creative Engagement and Talent Development projects.

We are looking for an Executive Assistant / Operation Coordinator to support the Board of Directors, acting cross-departmentally to bring together all areas of Serious' work and ensure that strategic plans are disseminated through the teams. This will involve identifying areas where processes can be streamlined to effectively and efficiently support the delivery of company targets and new opportunities. In all work, confidentiality is the first consideration.

Structure

The Executive Operations Assistant will work closely and confidentially with the Board of Directors, Ope Igbinoyemi and Pelin Opcin. Pastoral line management will be under Ope Igbinoyemi. As Executive Operations Assistant, the postholder will also work closely and

confidentially with the wider Senior Management Team on strategic planning, company deliverables and policies and procedures.

Key deliverables

Supporting the Board of Directors and Senior Management Team in achieving the businesses strategic aims and ensuring smooth operations across the whole team. This will include assisting the executive on strategic planning and gaining an understanding of company processes to ensure they a fit for purpose.

Assisting the Board of Directors, with managing the Serious Advisory Board, which includes but is not limited to; relationship management with the Board members, writing, managing and preparing papers, arranging dates and meeting spaces, catering etc, noting Board meetings and ensuring actions are followed up and completed.

Main responsibilities

To run operation meetings, create agendas and ensure that meetings are noted, and actions are carried through well ahead of subsequent meetings and following up with prompts where necessary.

To support the Directors, particularly Pelin with non-programming meetings (including business development relationships, existing & new partnerships, diary keeping, note taking etc).

To manage Senior Management Team meetings, writing agendas, preparing documents, taking notes and ensuring actions are carried through well ahead of subsequent meetings and following up with prompts where necessary.

To review and refine company systems to ensure a consistent approach which maximises efficiency and encompasses best practice.

Work closely with the Directors and Senior Team to encourage working together that inspires our talented staff.

To identify areas which are important to the organisation but currently fall between departments and identify a clear process to integrate these areas more fully.

To support the Directors, and the Senior Management Team, in any confidential tasks that require discretion and confidentiality.

To assist on staff recruitment, managing the process from start to finish and helping with the onboarding process for new starters.

To support the Directors on HR enquiries / concerns, assisting the appraisal process including follow-up notes for the directors. With the assistance of the Finance and Office Manager and our HR consultant, keeping our company policies and procedures up to date and assisting with the introduction of any new policies as deemed necessary.

To play an active role in the Director's weekly meetings, operations meetings and to attend and contribute to any other internal meetings deemed necessary.

To assist on office management, including keeping stationary etc stocked up, looking after plants and liaison with the cleaner to ensure the office is clean and tidy.

Play a role in team building through office socials and birthdays and assisting with identifying workshops and training courses to upskill the workforce.

To support the Development & Partnerships team in hospitality events and guest lists.

To support the Fundraising & Creative Engagement team with tenders.

To have ownership of the following important items for the business:

- Company diary
- Project list
- Strategy documents

To take part in evaluation work across company projects and events.

Skill set & experience

The ideal candidate will...

Have at least 1-2 years' experience in an administrative, operations or executive support role.

Have some previous HR experience.

Be able to handle confidential information sensitively.

Have a proactive, problem-solving mind-set and able to thrive under tight deadlines and a busy environment.

Have the ability to juggle multiple tasks, working cross-departmentally.

Be able to demonstrate strong organisational, analytical and administrative skills.

Able to quickly learn new skills and think on their feet.

Be good with people and a clear communicator.

Tech savvy with experience using Microsoft Office, Outlook, Zoom, G-Suite and Teams.

Love our work as much as we do; the ideal candidate will have a passion for music and fully understand and believe in our purpose.

Be able to demonstrate an understanding of what it is like to work successfully as part of a small but passionate team.

Other information

This is a full-time post, based at Serious' office in Unit 127 Mare Street, Hackney, London, E8 3JS, where you will be required to work. You will be given desk space and equipment at Serious' office. Serious works on a hybrid model, where we currently have 2 core office days and the option to work from home for 3 days. Office hours of work are between 10am to 6pm, but because of the nature of the organisation, the role would be expected to undertake some additional evening and weekend work (time off in lieu is dealt with on a case by case basis in agreement with your line manager).

Our benefits include:

- Year-round free access to concerts and events Serious produces, ensuring you can fully appreciate the work we/you deliver
- Generous annual leave allowance
- Enhanced maternity and paternity leave allowance
- Mental health support with Oliva
- Pension scheme
- Cycle to work scheme
- Training opportunities

Holiday entitlement is 25 days paid holiday per year (plus bank holidays), in addition to an office closure between Christmas and New Year. The dates of the Christmas closure are set in the first quarter of each year.

Serious is committed to equal opportunities in recruitment and employment, and embraces diversity of all kinds. We are keen to create a work force that is representative of wider society and inclusive of all ethnicities, nationalities, socio-economic backgrounds, gender identities and physical and neurological abilities. Jobs are appointed on merit.

How to apply

To apply please send your CV and covering letter to ope.igbinyemi@serious.org.uk outlining how you meet the requirements of the role, with the job title and the applicant's name in the subject line.

First-round interviews will take place online, followed by a second in-person interview in our offices.