

The Onlii.®

Job specification

"We empower brands to win, with positive and Responsible Creative™."

We are a purpose led creative business that uses powerful brand shaping thinking to solve problems and realise ambitions more sustainably (where possible), one project at a time. As a B Corp agency, we create responsibly, through strong principles and a vibrant, inclusive creative culture.

We call our creative process Responsible Creative™. This encompasses everything we do on a day-to-day basis, it empowers us as individuals and a collective to make a positive impact through our work.

We have embedded the principles of B Corp into our business, and this supports our strategic thinking and culture.

United Nations Sustainability Goals (UN SDGs):

This role supports The Onlii's commitment to 7 of the 17 UN SDGs, with a focus on Gender Equality, Decent Work and Economic Growth, Industry, Innovation and Infrastructure, Reduced Inequalities, Responsible Consumption and Production, Climate Action, and Partnerships for the Goals.

Goals will be set within your PDR review / induction process, with specific targets against the UN SDGs, that align with our business strategy.

Our values:

Authentically Brave - We speak up, show up, and stand up — with courage, honesty, and purpose.

Responsibly Creative - We create with care, challenge with curiosity, and design for impact.

We Grow Together! - We learn from each other, lift each other, and succeed as one.

Job role: Resource & Operations Manager

Reporting to: Operations Director

Department: Operations

Location: Hybrid / Leeds

About the job:

This is a hybrid role that blends traffic and resource project management with operational management. You'll be the bridge between Client Services and the Creative team—ensuring briefs are clear, resources are allocated, and projects stay on track. You'll also work closely with our Operations Director to support key business processes, system improvements, and company-wide initiatives.

You'll thrive in this role if you love bringing clarity to complexity, building systems that support creative teams, and getting stuck into the practical detail of making a business run better. You are also a brilliant communicator and a proactive problem solver

As a key member of the team, you will champion team development, business awareness, and forward planning. You will create a collaborative and proactive environment that ensures creative excellence and aligns seamlessly with the company's strategic goals.

Key Responsibilities:

Resource & Traffic Management

- Own and manage the studio schedule, allocating creative work across the team based on availability, skills, and priorities.
- Act as the central liaison between Client Services and Creative, ensuring briefs are clear, timelines are realistic, and delivery is seamless.
- Monitor progress across all live projects—flagging bottlenecks and shifting resources as needed.
- Run weekly WIP and scheduling meetings with clarity and accountability.
- Maintain and optimise scheduling and project tools
- Coordinate freelance bookings and ensure seamless integration into projects.
- Support kick-off meetings, scoping and project planning processes.
- Ensure all timesheets are completed by all team members weekly, and time is allocated to the appropriate projects.
- Track and manage time and budgets against resource needed.

Operational Support

- Support the Operations Director across all Ops functions, including systems implementation, IT, office admin and health and safety.
- Help maintain and improve operational policies, internal workflows, and documentation.
- Champion operational effectiveness across the business—identifying gaps and offering process-led solutions.
- Working closely with the People & Culture department to onboard new starters and ensure equipment and system access in place prior to their start date.
- Work with the social committee to support / arrange events, training and away days.
- General office management; ordering equipment, liaising with suppliers and dealing with day to day queries from the team.
- Coordinating travel including booking flights, trains and hotels.

Technology & Systems

- Lead or support the rollout of new tools and platforms (e.g. project management, HR and finance).
- Ensure operational systems are user-friendly, integrated, and fit for purpose.
- Work closely with our IT support team, external vendors and tool providers where relevant.

Finance & Resource Admin

- Support budgeting, supplier management, and cost tracking in partnership with the Operations Director.
- Help manage day-to-day resource planning and reporting for creative output.

Strategic Initiatives & Growth

- Provide insight and reporting to support business planning and operational decision-making.
- Ensure operational structures evolve to support growth—anticipating what’s needed next and helping the team prepare for scale.
- Take ownership of specific improvement projects in collaboration with leadership.

Equity, Equality, Diversity, and Inclusion (EEDI)

At The Onlil, we are committed to fostering a culture that values equity, embraces diversity, and ensures inclusion across all levels of our organization. As a fundamental part of this role, you will:

- Actively contribute to an environment that respects and includes every voice.
- Recognise and address unconscious bias in decision-making and interactions.
- Promote inclusive practices and champion equitable opportunities in all aspects of your work.
- Support and uphold The Onlil’s commitment to EEDI principles, ensuring that these values are reflected in both your personal actions and team culture.

Embrace Responsible Creative Practices:

Commit to creating work that aligns with The Onlil’s vision and Responsible Creative process. Follow The Onlil’s behaviours whilst working, and look to contribute positively to the environment or society through your work (where possible).

Person specification:

Skills and Experience	<p>Essential Skills</p> <ul style="list-style-type: none"> • Proven leadership experience, with the ability to inspire and develop a team • Strong understanding of business operations, including budget management and strategic planning. • Exceptional communication and interpersonal skills, with the ability to influence and collaborate across departments • Proven experience in a creative agency environment, ideally in a hybrid Traffic/Project/Operations role. • Natural organiser with exceptional time management and attention to detail. • Calm, clear communicator who can work across teams and bring structure without creating bureaucracy. • Experience implementing new systems or tools across a business. • Confident with project management software, studio resourcing tools, and basic operational processes. • Comfortable working with a mix of creative, commercial, and operational stakeholders. • Curious, adaptable, and eager to improve how things work day to day • Desirable experience in a B Corp Certified or purpose-driven organisation
Behaviours in line with our Values	<p>At The Onlil, our values are more than words they define who we are and how we show up every day. The Resource & Operations Manager is expected to be:</p> <ol style="list-style-type: none"> 1. Authentically Brave - We speak up, show up, and stand up — with courage, honesty, and purpose. Foster a culture of open dialogue, actively encouraging honest feedback and welcoming diverse perspectives. 2. Responsibly Creative - We create with care, challenge with curiosity, and design for impact. Drive innovation while managing risk — ensuring ideas are sustainable and outcomes purposeful. 3. We Grow Together! - We learn from each other, lift each other, and succeed as one. Cultivate environments where collaboration is the norm and every voice counts.
Personal situation	<ul style="list-style-type: none"> • Ability to work from Leeds a minimum of 2-3 days a week. • Willing and able to travel as required for team sessions. • Flexible to meet project demands, which may include occasional extended hours.