

A Friend of Mine
Job Description —

Studio Manager

About us —

A Friend of Mine is a boutique design practice with experience across a diverse range of fields. Every project is seen as a unique opportunity to create something bespoke and perfectly fitting for our clients, whether it is in a physical or digital space.

We pride ourselves in ensuring that every aspect of a project has been carefully considered and crafted; from our first presentation of three detailed concepts, to finishing.

This ensures consistently intelligent and timeless solutions with coherent communication, no matter the project or industry.

[Watch our showreel here](#) 

Job Summary —

Job Title Studio Manager

Reports to: Suzy Tuxen, Creative Director/Owner

Employment: Permanent part-time, 12-15 hours per week
(TBC) over 3 x spread out days
(ie. Monday / Thurs / Friday)

Salary: \$60,000 pa, paid pro-rata, plus Superannuation

Background —

A Friend of Mine was established by Suzy Tuxen in 2009 and resides in an elevated, shared studio in the heart of the Melbourne CBD. AFOM is a boutique branding and design business. Suzy, the Creative Director, and her team, strive to punch above their weight when it comes to delivering high quality project outcomes.

Intentionally keeping the team small, Suzy has been able to juggle business with motherhood. Suzy requires some assistance to elevate herself out of much of the day-to-day doing by delegating some of her sales and business administration duties, allowing her to focus on creative output as it's Creative Director, and developing client relationships.

The current team consists of Suzy, the Creative Director; who manages clients and directs design projects, Veronica (Designer) and Michael (Designer & Developer), whose design disciplines and attention to detail are immeasurably valuable to the business.

Background —

Suzy is further supported by a part-time bookkeeper and a business advisor as she also manages the day to day operations of the business, finance, sales and business development.

Working with clients from the Fashion, Arts/Culture, Property Development, Corporate and Hospitality sectors, the breadth of project opportunities keep the team on their toes while challenging them to produce relevant, effective and beautiful work.

Position Description —

This role has been created specifically to assist the business owner, Suzy, with managing inbound sales enquiries, and managing day to day operational tasks for the business. You are experienced and take a hands on approach to your work that provides Suzy with the confidence needed to relinquish a large proportion of the administration of the inbound sales process.

A typical day would include—reception duties, responding to inbound sales calls and emails in a friendly manner, qualifying leads and preparing draft fee proposals (through InDesign) for Suzy's input. Suzy would then be responsible for converting the opportunity and securing the work. You may also be tasked to write simple return client briefs after initial client meetings.

You would also be responsible for setting up tasks in a time sheeting program (via Timely). Additional duties include office management tasks such as supporting the design team by intermittent purchasing of supplies, and finance administration such as passing on purchase invoices to the bookkeeper,

Position Description —

and assisting with sales invoicing to clients (via Xero). Most of this activity represents a typical week at AFOM for the Studio Manager.

This role requires you to demonstrate exceptional written and verbal skills, and will need to, quite quickly, become an extension of Suzy's friendly style and approach when representing the business in sales and business development activities.

You have a very strong organisational capability to use software tools to manage projects. AFOM uses Xero for sales invoicing and accounting. If you have the ability to review and improve on processes it would be a huge advantage in this role, as Suzy needs this role to operate efficiently to free up as much of her time as possible, allowing her to focus on business development, income producing activities and leading her design team.

Position Description — You may occasionally be asked to be flexible with your working hours and potentially take on some out of hours/remote work from home if the demands on the studio increase unexpectedly. Any hours you are asked to work additionally, beyond the 15 standard hours per week, will be paid in addition to your salary.

Competencies — You are ideally suited to this role if you have experience working in the design or advertising sectors, or other creative services businesses and are able to demonstrate the following in your work, behaviour and attitude:

- Excellent written and verbal communication
- Sales and Customer-service centric
- Highly organised
- Financially literate
- High level attention to detail

- Values and Attitude —
- All-rounder
 - Self-starter
 - Motivated by success
 - Personable, engaging, a relationship builder & team player
 - Supportive
 - Works well under pressure
 - High-level of integrity
 - Solutions-based thinker
 - Strong work ethic
 - Adaptable
 - Agile
 - Engaged in popular culture and the arts

- Desirable /
Complementary skills —
- Basic bookkeeping
 - Marketing and business development
 - Experience in Xero
 - Experience with Timesheeting programs (ie. Timely)
 - Basic Experience with InDesign

A Friend of Mine Design Studio
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Please email applications
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