



Office Study Trip to Portugal, 2017

Join FBMArchitects as our Office Assistant!

In this entry-level position, we can offer:

- The opportunity to learn “hands on” how to support all areas of a medium sized creative business.
- The chance to work in a busy open-plan studio supporting a motivated and intelligent team who enjoy sharing design ideas.
- A varied role in which you will be able to showcase the skills and talents you have and learn something new.



Who are FBM Architects?

Fraser Brown MacKenna are an award winning firm of architects based in Old Street, London. We are a design-led practice. This means we believe that well designed buildings and landscapes have a positive effect on the people who use them. Our approach is 'contextual' – this means that the design of each new or refurbished building we work on is a response to the environmental, physical and social context of each site. Our commissions arise from a variety of sectors, creating spaces for people to live, work and learn. Our recent projects include the award winning Museum of the Mind at the Bethlem Royal Hospital, the UK's only museum dedicated to the history of mental health treatment in the UK. In 2015 we opened Pembury Circus in Hackney for Peabody (pictured above) which provides 268 new homes (50% affordable) and a community centre. Find out more on our website www.fbmarchitects.com or follow our Twitter feed @FBMArchitects to find out about life in the office.



Our outdoor meeting area is also a table-tennis table!

What is this role?

We are looking for an Office Assistant to join us to support the running of the practice. Working on a day to day basis with and reporting to our Office and Marketing Manager and working under the supervision of our Operations Director, you will support all aspects of the business.

Profit	(through outstanding business management)
Achieve	(through outstanding knowledge management) and
Enjoy	(through outstanding people management)

What is the purpose of the job?

The Office Assistant, with our Office and Marketing Manager and our Operations Director form our support team. The success of the support team is directly related to the success of the practice. Each activity our support team undertakes contributes to our three objectives as a business, to:

The Office Assistant will interact with everyone who comes into contact with the practice :

- current and potential clients
- current, past and future employees
- current and potential suppliers

While this is called an 'entry-level' position, this is an important and valuable role.

What are the main duties?

What sort of person are we looking for?

This is a varied role which requires a broad range of skills and personal qualities. We can help you to develop your skills during your trial period – but there are some things we won't be able to teach! The successful candidate will need to be someone who is eager and able to learn, with a helpful disposition! Some of the main duties are listed out below, to give you a flavour of what the role will entail...

Key Duty	Skills and Personal Qualities needed
Meeting and greeting our visitors in person and as first point of contact on the phone. This includes making tea and coffee and arranging lunch where necessary for each meeting.	You will have confidence in language and communication skills and the ability to represent our practice and will be welcoming, cheerful and hospitable to the core!
Making sure the office is work-ready at all times; stocked with the equipment we need, with everything in its place. This includes making sure the offices, meeting rooms, bathrooms and kitchen are clean and tidy at all times and ready to use.	You will be highly organised with the ability to help us store physical and digital information in a way that can be retrieved quickly. You will be the sort of person who will know what we need and when we need it before we ask! Having a good visual memory would be advantageous as we have a vast library of material samples that need to be catalogued and stored.
Basic bookkeeping support including helping to issue fee invoices and assist with credit control, records management and reporting, maintaining petty cash.	You will have confidence in using spreadsheets and the ability to learn new software and have an organised and methodical mind. You will be a responsible and reliable person - helping us to make the most efficient use of resources (money time and talent) will be second nature to you!
Helping to arrange office events and activities including Learning Lunches, Friday Forums and design charrettes as well as social events.	You will be the host with the most with an interest and flair for organizing events and activities!
Helping us to cope with the unexpected! We offer a responsive service to our clients; sometimes they want to meet with us at short notice or need to have information sent urgently.	You will be a naturally helpful person and remain calm in a crisis. You will be able to cope with the unexpected and support us in meeting our clients needs – whatever and whenever they arise!

Who will you work with?

We employ 29 full time staff and one part time IT manager.

- 4 Directors
- 3 Associate Directors
- 20 Architects and Architectural Assistants
- 1 Graphic Designer
- 1 Office Manager
- 1 IT Manager (Part Time)

We are seeking a new full time member of staff to join us as an Administrative Assistant to support all areas of the practice.

Who leads our Company?

The company is owned by Simon Fraser. The Directors of the practice take the major decisions that affect the business and are responsible for staff appointments and personnel matters.



Simon Fraser founded FBM Architects in 1991 with Angus Brown, who retired in January 2017 and Martin McKenna who returned to Ireland in 2002. Simon is an award-

winning architect who has worked in the UK and the USA. Simon has a design input into each project we undertake and is responsible for maintaining strategic client relationships. Simon has a passion for architecture and is always visiting buildings in the UK and abroad and sharing images with the rest of the office, for inspiration. Simon is often out and about meeting new clients, attending conferences and networking events. He is continually searching for new design ideas, technology and materials to help us design inspirational buildings that have a positive effect on the people who use them.



Our front door opens onto Featherstone Street



You will sit at the front of our open-plan office



Visitors during Open Studio day in June



Our garden looking festive on Open Studio Day



Phillip Dawson has over 20 years experience in a variety of roles in the sector. He joined FBM in 2003. Most of his time is devoted to securing new projects through competitions and tenders. He also has responsibility for finance and office operations. Phillip has board level experience in the social housing and charitable sectors. He has a particular interest in new media and leads seminars on church communications. Phillip is interested in creating ways to share knowledge and ensure that the core values that underpin each organisation follow through to every area of the business. At FBM this has involved introducing periodic design charrettes and reviews and our “Friday Forums” which provide a platform for staff to share ideas and information about current projects.



Andrew Bacon joined FBM in 2004 and leads projects across the residential, education and commercial sectors. Completed projects range from some of the UK’s first “Zero Carbon” homes to an award winning Construction Skills Training College in Southend on Sea. Current projects include new housing schemes ranging from delivering new social housing on small, complicated infill sites in London, to larger regeneration schemes in the Thames Valley. As well as leading projects and managing teams of architects and architectural assistants, as part of the Leadership team, Andrew oversees IT infrastructure in the office and, with Phillip, line manages our part-time IT Manager.



Viviana Vivanco joined FBM in 2004 and leads projects primarily in the residential and arts and culture sectors. Completed projects include the award-winning regeneration of the Pembury Estate in Hackney, which provides 268 new homes, a thriving

community centre, shops and a nursery and a new building for the Salvation Army in Hendon, which provides space for worship, band practice and is the home to the Barnet “Dementia Hub” run by the Alzheimer’s Society. Viviana is currently leading a range of projects including the extension of a church in Barnet to provide new community space and large new housing developments in London for leading developers. Along with the other Directors, Viviana leads design reviews of projects across the practice.

The Directors of the practice meet periodically to take strategic decisions.

Paul Bradley, John Senior and John Moakes are all experienced architects who are Associate Directors of the practice. The Directors and Associate Directors form the operational leadership team of the company and aim to meet on a weekly basis to discuss project progress and resource allocation.

Who will be your line manager?



Mariia Ustymenko has a PhD in Literature and has significant experience working in the higher education, arts and architecture sectors and is an accomplished artist and photographer in her own right. Mariia joined FBM Architects in 2015 as our Office and Marketing Manager. Mariia will be returning from Maternity Leave in May 2018, working for three days a week. You will report to Mariia on a day to day basis. Members of our admin support team report to Phillip Dawson, the Director responsible for Office Operations, with whom you will work closely.

Both Phillip and Mariia will be able to offer support and advice and help you settle in to your new role.

Our values

These golden rules guide the work of our support team. We might want to add or remove some of these as we develop and as the nature of our work changes over time. They are in no particular order of importance - each is as important as the other :

Golden Rule	Why it's important
Everyone is a potential client	We work hard to gain new clients and maintain existing client relationships, convincing clients that we can be trusted managing multi million pound projects. This has involved a lot of hours of work and often taking big financial risks. We are pleased that we have achieved success - but nothing will last forever - our position in the market place must be maintained. Everyone who comes into contact with the practice by phone or in person is a potential client (or a friend of one) and should be treated as such.
The details matter - we are a design led practice	People notice details and judge by appearances! What might seem like inconsequential things can often colour someone's judgement. A spelling mistake on a drawing in the heat of the moment will quickly be picked up even if the drawing itself represents a concept that has taken months to develop. The cleanliness of our office, or quality of our hospitality or a greeting on the phone counts as much as the quality of our skills as designers. Our job is design!
Everything has a cost	We are a small business with a limited amount of money available which needs to be spent to best effect. Our support team are responsible for over one third of the running costs of the practice through the decisions they make. We must take this responsibility seriously.
We must go out of our way to help	We must be proactive in asking people if they need support. We must make sure our work is relevant! None of us should ever have 'nothing to do.' Just as we are always innovating in design, we are always seeking to improve our office operations.
No is not an option !	We are here to support the work of the practice in every way. There is always a solution to every problem. We should never use the word 'NO'!
Do not forget our own value	The roles we perform are not subservient, although as in any job there are routine tasks which are vital. We know that often people forget to thank us for the work we do, although they are grateful for it. Each of us must understand the value we are adding through each activity we undertake. If we don't, we must ask each other what we are doing and why!

Information about the post

Hours of work : 8.30am-5.30pm (some flexibility may be required eg for special office events etc which may require a later finish occasionally).

Days of work : Monday to Friday.

Lunch break : One hour taken between 12.30pm and 2.30pm to fit around work commitments and in co-ordination with other support staff (to ensure at least one person at front of house at all times).

Holiday entitlement : 20 days (plus 8 bank holidays) taken by agreement with the Directors in no more than 10 day blocks.

Salary : This is an entry level position. Salary will be at or above the London Living Wage and will be dependent on aptitude and experience.

Trial period : All appointments are subject to a three month trial period following which a review will be held.

References : Appointments will be subject to satisfactory references.

Fraser Brown MacKenna Architects is an equal opportunities employer.

To Apply

Please send a CV and covering letter to Phillip Dawson by email jobs@fbmarchitects.com

Closing date for applications : 12 noon on Friday 25th May 2018



After-work art! Screen printing workshop



Design Charrette during the London Festival of Architecture



"Orange" Office Bring & Share Picnic