

## FREELANCE OPERATIONS & PEOPLE MANAGER

**Location:** Remote

**Contract Type:** Freelance, 6-8 hours per week across 3 days, Starting March/April 2026

**Salary:** Competitive, based on experience

**Benefits:** Flexible hours, remote working, collaborative entrepreneurial team

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### ABOUT

We are a small, creative, and agile design agency dedicated to delivering impactful design solutions for a diverse range of clients. With a growing portfolio and big ambitions, we're looking for a strategic partner to help shape, streamline and manage our business operations as we scale.

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### ROLE

We're seeking a highly experienced **Freelance Operations & People Manager** to oversee the day-to-day functioning of the agency. This is a pivotal role that blends high-level strategic input with practical, hands-on management and administration. You'll be responsible for optimizing our internal systems, ensuring efficient project delivery, allocating and managing the team, handling day to day administrative tasks, leading financial planning and forecasting, and supporting business growth through lead management and development initiatives.

This role is ideal for a commercially minded operations expert who thrives in a flexible, creative environment and is excited by the opportunity to influence and shape the future of a growing design agency.

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### RESPONSIBILITIES

#### People & Operations Management

- Ensure smooth daily operations across the agency, responsible for the efficient monitoring and maintenance of Klioh Studio systems.
- Oversee and manage all Klioh contractor/freelancers, from project allocation to onboarding and hiring
- Support timesheet review, capacity planning, and process improvements
- Hold independent client and team check-ins when needed and provide solutions for issues management
- Streamlining tools, systems, and workflows to support remote and flexible working

### **Project & Client Management**

- Oversee project planning and resourcing, assign project contractors, deadlines and timelines, ensuring deadlines and budgets are met
- Manage entire project process, from client onboarding to project management and offboarding.
- Manage incoming ad-hoc client requests, including quoting, billing, and allocation
- Identify and manage scope creep, delayed content, and client issues – adjusting timelines and quotes accordingly
- Support project managers and creative teams to deliver exceptional client work
- Implement and refine processes for efficient cross-functional collaboration

### **Lead & Business Development Support**

- Manage and track inbound and outbound leads, supporting sales pipeline management
- Contribute to proposal development, pitch materials, and client onboarding
- Help identify and pursue new business opportunities and partnerships
- Managing day to day administration, sales inboxes and booking meetings as required

### **Strategic Development & Planning**

- Partner with the founders to define and implement business strategy and growth plans
- Identify opportunities for operational improvement and innovation
- Translate strategic goals into actionable plans and KPIs

### **Financial Oversight**

- Manage budgeting, financial reporting, and cash flow along with Studio manager
- Review and report on financial forecasts to support strategic decisions
- Liaise with accountants/bookkeepers to maintain up-to-date financial records
- Manage client and internal invoicing, VAT review support, and receipts

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### **WHAT WE'RE LOOKING FOR**

- 5+ years in an operations, business or project management role (agency or creative industry experience preferred)
- Proven ability to manage multiple projects and priorities in a fast-paced environment
- Excellent communication, leadership, and organizational skills
- Comfortable managing both day to day administration tasks, such as invoicing and meeting booking, as well as taking leadership and strategic decisions to support the business
- Strategic thinker with a hands-on mindset

- Experience with budgets, forecasting, and P&L oversight
  - Comfortable working remotely and independently
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## WHY JOIN US

- **Flexibility:** Work remotely and on your own schedule
  - **Autonomy:** Help shape the direction and growth of the agency
  - **Collaboration:** Work alongside a passionate, entrepreneurial, and creative team
  - **Impact:** Make a meaningful contribution to a growing, values-led business
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## APPLY

Email [contact@kliohstudio.com](mailto:contact@kliohstudio.com) with a maximum 500 word cover letter explaining your motivations for applying for the role and your relevant experience, attaching your current CV and any relevant documentation or links.

**Deadline for applications: February 28th 2026**

**Start Date: Flexible, March/April 2026**