

ATELIER 001

Senior Operations Manager

Atelier001 is seeking an experienced Senior Operations Manager to lead the operational management of our London business.

This role is central to coordinating the sales team, design team, external production partner, and collaborators, ensuring the consistent delivery of luxury collectible design pieces.

Working closely with the Founder and Creative Director, the successful candidate will take responsibility for the overall operational running of the business. The role is intended to relieve the Founder and Creative Director of day-to-day operational responsibilities, enabling them to focus on creative direction and the wider development of the company.

The Senior Operations Manager will oversee the business's operational structure, financial reports, administrative framework, and organisational performance, while supporting the continued growth and stability of the business.

Key Responsibilities

Operational Leadership

- Lead and oversee the overall operational running of the business
- Act as the central coordination point between sales, design, external production partners, and collaborators
- Establish and refine operational systems, workflows and internal processes across the organisation
- Take ownership of operational decision-making to ensure efficiency, clarity and accountability across the team
- Relieve the Founder and Creative Director of day-to-day operational responsibilities wherever possible

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Business Management & Growth

- Support the long-term operational development and sustainability of the business
- Identify opportunities to strengthen organisational performance and efficiency
- Contribute to business planning and operational strategy
- Maintain and develop relationships with key partners, suppliers and industry contacts

Financial Oversight

- Oversee financial processes in collaboration with the external finance team
- Monitor budgets, operational costs and overall financial performance
- Ensure accurate reporting, financial discipline and cost management across the business
- Support financial planning and forecasting

HR & Team Leadership

- Oversee HR processes including recruitment, onboarding and team structure
- Support the development and wellbeing of the team
- Foster clear communication, accountability and collaboration across departments
- Ensure the organisation operates with clarity, structure and strong internal coordination

Legal & Administrative Oversight

- Manage operational contracts and agreements with suppliers and partners
- Oversee leases, insurance policies and key administrative obligations
- Ensure the business operates in compliance with legal and regulatory requirements
- Maintain strong organisational governance and documentation

Systems & Infrastructure

- Oversee operational systems and internal reporting processes
- Ensure efficient documentation, communication and information flow across the business
- Maintain IT infrastructure within a Mac-based environment

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Candidate Requirements

- 7+ years experience in a senior operations or a business management role
- Experience within luxury design, collectible design, gallery or high-end furniture environments
- Strong understanding of the luxury market and client expectations
- Proven experience leading operations within a creative or design-led business
- Strong financial awareness with experience overseeing budgets and reporting
- Demonstrated ability to manage organisational systems, processes and business infrastructure
- Advanced Excel and Word proficiency
- Strong Mac literacy and ability to oversee IT systems

Personal Attributes

- Highly organised with exceptional attention to detail
- Strategic thinker with a proactive and solution-oriented mindset
- Calm and confident decision-maker
- Strong communicator capable of connecting teams, partners and stakeholders
- Professional and discreet when working with high-end clients and collaborators
- Comfortable taking ownership of operational leadership within a small, high-performing team

Additional Requirements

- Must be based in London with the right to work in the UK
- Impeccable written and spoken English
- Excellent communication and administrative skills