



**A NEW  
DIRECTION**  
We create opportunity



with 3 Mills Studios



**STEP**

# 3 Mills Studios

## Studio Office Intern

**Location of role:** Newham (E20 1EJ)

**Placement hours:** 37.5 hours

**Working pattern:** 9am - 5:30pm Mon - Fri

**Placement length:** 12 months

**STEP Strand:** Film, Music, TV & Broadcasting

## About 3 Mills Studio

3 Mills Studios; the iconic production destination in the heart of London's most vibrant creative community. Our inspiring and versatile studio space has hosted many film, TV and stage productions including Wes Anderson's Isle of Dogs, Lend for Working Title Films, BBC's MasterChef, RuPaul's Drag Race UK, and most recently high-end TV Dramas The Great for Hulu and The Third Day for Sky Atlantic.

It has inspired some of the most successful independent films including Danny Boyle and Terence Davies, and has been home to countless television commercials and music videos.

3 Mills Studios is one of the most accessible studios in the UK with 9 filming stages, 11 theatre rehearsal spaces and over 75,000 sq. Ft of filming space.

Visit our website to find out more:

<https://3mills.com>

## About the role

You will play a key role in supporting the success of one of the UK's leading film, TV and theatre production and rehearsal studios.

Reporting to the Studio Management Team, you will be responsible for a variety of tasks in supporting the Studio Office and Front of House/ Reception. This includes assisting with sales, processes, functions, admin, liaising with our customers, communicating with other studio departments and external stakeholders as necessary.

### Main duties and responsibilities:

- Working directly with the Sales team to manage sales enquiries, providing admin support and assist as necessary
- Involvement in the client journey through all phases; from initial meetings, showing potential clients around the studios, to onboarding and wrapping up projects at the end of occupancy
- Contribute to updating and maintaining Studio Bookings Systems (4s) and CRM systems
- Assistant with the timely and accurate processing of all necessary documentations relating to studio use and bookings
- Liaise with Operations (Maintenance, IT, Client Services, etc.) as requested on all relevant aspects of client's occupation and report facility issues
- Provide additional administrative duties such as filing, scanning, photocopying, typing letters, meeting minutes and reports
- Opportunity to get involved with Studio's marketing activities such as writing newsletter copy, creating a social media plan and planning of client events

### Proposed New Starter Tasks and Objectives:

- Gain a strong understanding of many facets of operating a busy and dynamic studio facility that supports the production of creative content
- During your 12-month internship, you will assist with the on-boarding of all new clients (film, TV, theatre, commercials and long-term office tenants)

- Assisting the Sales team with implementation of the Customer Relationship Management system to track leads and manage the customer experience
- Contributing to the industry tracking/lead reports of productions requiring stage facilities; and presenting findings in weekly Sales meetings
- Assist the Sales team in gaining feedback from clients who have recently completed projects at 3 Mills, and look at ways this information can be used to inform 3 Mills' operations going forward and better the customer experience
- Feed into and actively engage with the operations systems used by the 3 Mills team to deliver an exceptional client experience, including our Studio Book System, Customer Relationship Management System

## Skills and experience

- Knowledge of/ passion for the film/ television/ theatre industries
- Enthusiastic, trustworthy and reliable
- Excellent written and oral communication skills
- Good timekeeping
- Ambitious and hardworking with a highly flexible attitude
- Ability to juggle and coordinate multiple priorities simultaneously, under pressure within tight deadlines and changing circumstances
- Proficient use of social media and online platforms as a source of research and engagement

## About STEP

STEP is a training programme for young East Londoners local to the Olympic Park, who are ready to bring ideas, creative energy and perspectives to the creative and cultural sector. You must be;

- Aged 18 to 30
- Resident of Hackney, Newham, Tower Hamlets and Waltham Forest and have attended school or college in these boroughs

Through STEP, you'll get paid London Living Wage over a 12-month training programme to develop a range of skills and creative approaches and build on your network across different organisations or departments. You'll complete a work-based placement, grow as part of a peer network, take part in regular professional development workshops, and get a budget to produce a collaborative project. We'll also connect you with a specialist industry mentor, provide careers coaching and continue to offer support as part of our community after the programme.

# How to apply

Complete our STEP application form by 10am on 03 May 2022, you can upload video or audio responses.

## STEP application form:

<https://bit.ly/3ieiStz>

## For more information

If you require information in an alternative format, or want to speak to us about any access requirements, please contact us at [goodgrowthhub@anewdirection.org.uk](mailto:goodgrowthhub@anewdirection.org.uk)

Go to the Good Growth Hub website to find out more here about the STEP programme, book in to attend one of our information sessions, hear from STEP alumni and read out application guide for some expert tips.

<https://goodgrowthhub.org.uk/programmes/step>

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**GOOD  
GROWTH  
HUB**