



WE NEED YOU

WE'RE LOOKING FOR
SENIOR STAFFING MANAGER

LOCATION:

Hybrid: London X2 days / Home

WORKING HOURS:

Monday – Friday 37.5 hours per week

SALARY

Up to £37,000

OTHER BENEFITS:

Reward Scheme Bonus

CONTACT TYPE:

Permanent

REPORTING IN TO:

Head of Operations

WE'RE LOOKING FOR SOMEONE WHO CAN LEAD EXCEPTIONAL STAFFING DELIVERY AT SCALE.

As our Senior Staffing Manager, you'll take ownership of the end-to-end staffing operation across campaigns and activations throughout the UK (and occasionally internationally). Reporting to the Head of Operations, this role blends hands-on operational delivery with strong people leadership, ensuring staffing briefs are executed seamlessly while developing and empowering a high-performing staffing team.

You'll work in close partnership with Account Managers, the Senior Leadership Team, and field staff, ensuring every campaign is staffed compliantly, efficiently, and to the highest standard. This is a pivotal role within the business, setting the tone for excellence, collaboration, and continuous improvement across the staffing function.

Kru Live is a global live engagement agency, renowned for delivering outstanding brand experiences through top-tier staffing and flawless execution. Our people-first culture, operational rigour, and collaborative approach ensure every live experience exceeds expectations.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STAFFING OPERATIONS & DELIVERY

- Lead the full delivery of staffing briefs from initial brief through to payroll and post-event feedback
- Ensure all staffing information is accurately received, understood, and communicated across teams
- Delegate briefs effectively, managing team capacity and expectations
- Maintain oversight of all live staffing projects and provide accurate booking status reports
- Support the team in meeting deadlines, client requirements, and service standards
- Work closely with Account Management and SLT to ensure all Health & Safety requirements are met
- Support payroll administration, including right-to-work checks, bank details, weekly payroll submissions, and additional checks where required
- Hold regular staffing meetings to share updates, align priorities, and support training

FIELD STAFF MANAGEMENT

- Build and maintain strong, trusted relationships with field staff
- Take full ownership of recruitment, onboarding, and compliance of all field teams
- Develop and maintain training materials and modules for all levels of field staff
- Lead performance management, addressing issues and supporting development
- Ensure staff databases (including Staffwise profiles and RTW checks) remain accurate, compliant, and up to date

STAFFING TEAM LEADERSHIP & DEVELOPMENT

- Line manage the Staffing Team, supporting performance, wellbeing, and growth
- Conduct daily check-ins, monthly 1:1s, and regular team meetings
- Approve holidays and coordinate cover for sickness or absence
- Manage the weekly on-call rota, ensuring effective handovers and out-of-hours coverage

ONBOARDING, TRAINING & CONTINUOUS IMPROVEMENT

- Adhere to Kru Support onboarding, induction, and training of new staffing team members and FTCs
- Maintain and evolve training materials and onboarding documentation
- Identify skills gaps and recommend training, refreshers, or workshops
- Collaborate with the Head of Operations to implement process improvements and best practices
- Proactively identify efficiencies and propose solutions aligned with operational strategy

RECRUITMENT & RESOURCE PLANNING

- Identify resourcing gaps and align recruitment plans with the Head of Operations
- Lead recruitment drives, screening sessions, and interviews for staffing roles

COLLABORATION & WAYS OF WORKING

- Champion Kru Live's Ways of Working and lead by example
- Foster a proactive, supportive, and solutions-led culture
- Build strong cross-functional relationships with Account Management, Ops, Talent, and International teams
- Support SLT initiatives focused on culture, performance, and process improvement

WAYS OF WORKING

- Uphold and champion Kru Live Ways of Working
- Work collaboratively, proactively, and positively across all teams
- Lead with clarity, empathy, and accountability
- Remain flexible and solutions-focused in a fast-paced live environment

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

We're looking for an experienced staffing or operations leader who thrives in complexity, enjoys developing people, and takes pride in delivering flawless execution. You're confident, organised, and calm under pressure, with a passion for building high-performing teams and exceptional field experiences.

- Proven experience leading staffing or operational delivery teams
- Strong people management and leadership capabilities
- Excellent organisational skills and attention to detail
- Clear, confident communicator with strong stakeholder management skills
- Deep understanding of compliance, payroll, and workforce management
- Proactive problem-solver who anticipates challenges and acts decisively
- Comfortable working at pace while maintaining high standards
- Passion for team development, culture, and continuous improvement

WAYS OF WORKING

Uphold Kru Live Ways of Working and foster positive, collaborative relationships with all stakeholders

Work proactively, cooperatively, and positively with internal teams

Demonstrate flexibility and problem-solving to ensure project success

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

We're looking for someone who is proactive, organised, and thrives in a fast-paced, client-focused environment. You're someone who takes ownership, pays attention to detail, and enjoys turning plans into flawless live experiences.

- Strong organisational and time-management skills
- Excellent communication and client liaison abilities
- Collaborative team player with a positive, can-do attitude
- Proactive problem solver who can anticipate and address challenges
- Keen attention to detail and commitment to delivering high-quality work
- Eagerness to learn, grow, and develop professionally within a fast-moving agency.

OUR VALUES

- **Meticulous** – Our attention to detail ensures flawless execution
- **Innovative** – We embrace fresh ideas and creative solutions to stay ahead in our industry
- **Ambitious** – We strive for excellence, always pushing ourselves and our work to the next level
- **Dedicated** – Our passion and commitment to our clients and staff drive everything we do
- **Trustworthy** – We build strong relationships by acting with integrity and always delivering on our promises
- **Fearless** – We welcome challenges that others avoid, pushing boundaries to achieve outstanding results.
- **People-Centric** - Our people are at the heart of everything we do, ensuring exceptional experiences for both clients and staff