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Job Description

Studios Administrator

Employer	SPACE
FTE	Four days
Hours of Work	9am-5pm / 10am-6pm
Salary	£27,000 - £28,000 (depending on experience) pro rata, per annum
Duration of appointment:	Permanent

Context of role:

SPACE comprises three main departments: Property, Programmes and Finance & Admin. The Studios team is part of the Property department and manages over 21 buildings with over 880 artists. The Studios Administrator would play an important role in working with all members of the Property Team, which comprises of: Studios Director, Studio Coordinator, Properties Director, Maintenance Manager and Maintenance.

This role is front of house focussed and requires someone who is customer focussed with excellent communication and people skills. You must have good telephone manner, excellent written communications, attention to detail and confident with financial data entry with a flexible attitude to work and the ability to multi-task.

You must be proactive and able to managing your own time and workload to meet both individual and team targets.

This is the perfect opportunity for a highly organised individual with excellent administration skills. The successful candidate will be organised, diligent and possess strong IT skills. You will be a confident administrator and an effective communicator.

Post managed by: Studios Director

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Specific Responsibilities:

Front of house:

- to be the first point of contact for enquiries
- to deal with all incoming post and deliveries
- to deal with e-mails from SPACE admin and mail accounts

Lettings and Tenancies:

- to collate and administer new registration applications
- to assist with the management of the lettings of vacant studios and movement of tenants
- to prepare and administer tenancy agreements
- to keep keys for the studios in a tidy state
- to assist with the advertising of available studios
- to assist with the management of the database and rent system

Rents and Services:

- to assist with the management of the collection of rents
- to meet monthly arrears targets
- to liaise with the finance department on rent related issues
- to ensure cost-effectiveness in studios finance
- to organise effective recuperation of electricity costs
- to assist with all tenant rent enquiries
- to organise and administer monthly studio inspections and follow-up
- to undertake duties with an awareness of the need to promote cost-effective and efficient management, considering both your post requirements and company finances as a whole.

Maintenance

- to liaise with artists and the maintenance team
- to ensure rapid and effective communication over security, floods, leaks, burglaries and any other major problems.
- to promote effective communication between artists and SPACE with regard to site issues

Cash and Finance

- to receive payments for rent, electricity bills and all other studio related payments
- to monitor online strip account for studio registration
- to ensure that all monies are stored in the safe ready to be passed onto the Finance Manager
- to keep the corresponding financial spreadsheets up to date and emailed to the Finance Manager

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Other duties

- filing and file keeping and other office duties,
- to compose general correspondence and reports as required
- to attend regular site meetings
- to attend other relevant meetings

General Responsibilities:

- use google drive for filing documentation and emails
- to undertake duties proactively to a high standard, with attention to detail and accuracy
- to work in accordance with SPACE policies, aims and objectives
- to undertake duties with an awareness of the need to promote cost effective and efficient management, considering your post requirements and company finance as a whole
- to maintain confidentiality agreements and to conduct yourself in a professional manner during the course of your duties.
- awareness of GDPR, compliance and security risks - training will be provided if required
- to demonstrate a willingness to undertake training as required for the development of the post and enhancement of the company's skill base
- to engage with staff and clients of SPACE in a positive and constructive manner
- to attend staff and other SPACE meetings. Some meetings and training may be held outside of normal hours, repaid through time off in lieu (TOIL)
- to act in accordance with the Equality, Diversity and Inclusion policy and to contribute to and implement the SPACE cultural diversity action plan
- general office management and keeping the office safe, tidy and well presented
- to undertake any other duties commensurate with the post

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Personal Specification

We expect to receive a large number of applications, so please read the lists below and be certain you fulfil the necessary criteria. Further, please note that we will only be contacting candidates that have been shortlisted.

Essential

- A highly motivated self-starter who can manage and prioritise a varied workload
- Ability to problem solve and work with a high degree of accuracy and attention to detail
- Ability to communicate to a number of different stakeholders across a diversity of skillsets and backgrounds
- Excellent proactive problem solving, critical thinking and communication skills
- Excellent communication and customer service skills
- Confidence with numbers
- Excellent punctuality, work flexibility and responsive approach to workload

Desirable

- Knowledge or experience of lettings or other properties experience
- Experience with finance and debt
- Knowledge of tenancy agreements

Application Guidelines

Our values

SPACE is committed to equality of opportunity and supporting diversity and inclusion across all aspects of its work. Our staff team bring a range of perspectives to our organisation and we welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability as we are committed to having a team that is made up of diverse skills, experiences, and abilities. All applications for this position will be treated equally and confidentially.

Access

If you need to submit your information in a different format to be able to apply, or if you require us to make any other reasonable adjustment to assist you in our recruitment process, please contact us on recruitment@spacestudios.org.uk

Application Guidelines

We may choose to close this job opportunity early if we receive a high volume of applications.

When you send your application to us, please make sure you enclose the following:

- A covering letter explaining why you are interested in the role
- Application Form
- A completed Equal Opportunities form. (The information will remain confidential and is for monitoring purposes only. It will not be used in the selection process.)

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Please email completed application forms to: recruitment@spacestudios.org.uk

Deadline for completed applications is: **9am Monday 12th September 2022**

Interviews are scheduled for: **w/c 19th September 2022**