



### Front of House and Creative Workspace Administrator

Opportunity type: Permanent, Full-time (subject to 6 month trial period)

Working hours: 35 hours per week, Monday-Friday, 9:30-5:30pm (*may be required to attend exhibition openings/open studio events on occasion*)

Salary: £25,000 - 27,000 per annum (dependent on experience)

Location: Office-based. Vauxhall, London

Line Manager: Artist Liaison and Creative Workspace Lettings Manager

Deadline: Sunday 24th March, 11:59pm

Applicants will be contacted Tuesday 26th March

Interviews week beginning 1st April

### **Overview**

Artists' Studio Company (ASC) is looking for an enthusiastic and engaged front-facing administrator to join our Workspace Lettings team on a full-time basis.

ASC is a registered arts charity and affordable creative workspace provider in London. We operate a total of nine buildings across the city providing affordable workspace to 650+ artists and makers. The charity's headquarters, The Handbag Factory, Vauxhall provides affordable coworking and desking for up to 70 creative industries professionals such as graphic designers, film makers, architects, printmakers, writers and curators. The venue also houses two large hire galleries and a contemporary art gallery with a programme of curated exhibitions. ASC has plans to acquire three additional buildings over 2024.

The Workspace Lettings department is responsible for maintaining high occupancy across all the charity's properties and works alongside four other key departments - Maintenance, Finance, Communications, Exhibitions and Business Support. The department oversees all non-financial matters related to the letting of workspaces and coworking memberships and, importantly, is also the face of ASC for many of our artists, makers and coworking members and the first point of contact for any queries or issues.

The Front of House and Creative Workspace Administrator is a key role supporting the smooth running of all operations related to the letting of workspaces and processing of coworking memberships. This includes processing tenancy agreements for new tenants; processing vacating tenants; updating our website CMS; sending newsletters; maintaining our tenant and member databases; filing and organising; and general administration. You may on occasion be asked to support other departments with general admin as needed.

The role is also largely front-facing with the opportunity to meet and support a large range of creative professionals. The ideal candidate will present as warm and engaging, actively working to ensure a

positive experience for our artists, makers and members. They will be able to communicate clearly, politely and confidently over phone, email and in person.

The successful candidate will be able to clearly demonstrate an aptitude in administrative processes, ideally with at least 1 year's experience in a comparable administrative role. They will be organised, methodical, diligent and detail oriented, able to handle financial and personal data professionally and with necessary care. Ideally familiar with legal documents, however training will be provided.

They will have good time management skills in order to manage an often busy and varied workload and to ensure processes are completed accurately and on time. As part of a small team, they will be proactive, flexible and adaptable. They will also be technically literate, ideally familiar with MS Office and G-Suite, Mailchimp and Calendly. Support can be provided if needed.

They will be interested and engaged with the artistic and creative communities throughout our workspaces, with the potential to assist and attend exhibitions, creative projects, open studios and other events across our buildings.

## **Responsibilities**

### Reception / Front Facing

- First point of contact for our current and prospective tenants and members - including managing enquiries and scheduling viewings - as well as the general public (email, phone and occasionally in person)
- Handle all feedback and resolve issues professionally and responsibly, with the ability to liaise with other departments to resolve workspace queries
- Office front of house: greeting office visitors; accepting deliveries and post; hosting scheduled coworking tours; assisting with gallery bookings and visitors as needed

### Lettings and Tenancies

- Reviewing and updating waiting list registrations
- Prepare and administer tenancy documents for incoming tenants; securely manage and file all legal and related documents to process new tenants, vacating tenants and other processes
- Formally process vacating tenants, from formal acknowledgment of notice, through to ensuring deposits are refunded in a timely manner; liaising with the vacating tenants, finance team and the maintenance team as necessary
- Website & Newsletter: Supported by the Communications Manager, update studio listings on website CMS (Wordpress); send availability updates to the waiting list newsletter (Mailchimp)
- Liaise with the finance department on rent and deposit related issues
- Help organise and administer the yearly rent review notifications to tenants

### Maintenance

- Log/report maintenance issues
- Ensure quick and clear communication with tenants on any urgent issues - e.g. on security, major maintenance issues, planned works
- Keep tenants up to date on any ongoing issues - e.g. maintenance issues that affect the building
- Liaise with the Maintenance department on maintenance related issues

## General

- Help manage database, maintaining tenant files, ensuring details are accurate and up to date
- Filing and file keeping
- Attend required team and department meetings
- Maintain stationery stock, drinking water, tea/coffee and supplies for shared kitchens
- Awareness of GDPR compliance and secure data management

## Person Specification

### Essential:

- **Good communication** - clear, professional and warm when communicating with tenants, the public and the team. Confident on the phone, email and in person
- Keen **attention to detail** and the ability to work efficiently and with a high degree of accuracy
- **Good time management** - able to manage multiple tasks and a varied workload with strict deadlines to a high standard
- **Proactive** - be on the lookout for ways to improve processes or support for tenants, flag any issues and challenges
- **Engaged and motivated** - an enthusiasm for the charity's aims - supporting artists, makers and arts organisations and charities with affordable workspace
- **Flexible and adaptive** approach to working
- **Team collaborator** and able to communicate across departments clearly and confidently
- Proficient IT skills (MS Office, G-Suite, Wordpress/Mailchimp) and experience using client databases or CRM systems
- 1 years experience in an administrative and/or front-facing role

### Desirable

- An interest in the arts
- Knowledge or experience of lettings or properties experience
- Knowledge or experience of artist studios or coworking environments
- Knowledge of tenancy/lease/legal documents

## Application

Email: [jobs@ascstudios.co.uk](mailto:jobs@ascstudios.co.uk)

Deadline: 11:59pm, Sunday 24th March

Please email the following when submitting your application for the role:

- A CV no more than 2 sides
- A covering letter that lets us know:
  - How your skills, experience and character make you right for the role
  - Why you are interested in working with ASC
  - How this role helps support your career ambitions
  - Any additional information you think is relevant

We expect a high volume of applicants. We therefore encourage you to read the information on job role, responsibilities and person specification carefully. If you do not meet all the criteria, but think you

would be a good fit and would enjoy the role, please also consider applying. Training in some areas can be provided.

If you need to submit your application in a different format, or if you require any reasonable adjustments to the recruitment process to be able to apply, please contact us [job@ascstudios.co.uk](mailto:job@ascstudios.co.uk)

We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability. All applications for this position will be treated equally and confidentially.

We look forward to receiving your application!