

Build Studios
Workspace Manager
Part-time position (mornings)
Job Description

The Workspace Manager will be responsible for the day-to-day management and smooth running of Build Studios.

Build Studios is a hub for the built environment. With events, education and co-working space, we aim to inspire the next generation about the built environment through collaboration and learning.

We are committed to developing a socially responsible built environment sector and work with our community to improve access, aspiration and cohesion.

Our co-working space provides office space for start-ups and small businesses in the built environment sector and is run by our trading company, Build Workspace. All profits fund Build Studios' charitable work.

We opened in January 2017 and recently became a registered charity in August 2021. We currently run one workspace in Waterloo and are planning to expand our operations to new sites.

Role

The Workspace Manager will be responsible for the day-to-day management and operations of the Build Studios workspace, providing a 'face' for the business and a crucial role in the recruitment and retention of members.

This broad ranging role comprises operations, finance, logistics, administration and some sales and communications activity.

The workflow is likely to vary throughout the week, especially as our members adapt to new hybrid working patterns. The space is busy in the middle of the week, during which time the role will be more hands-on and customer focused. This will also be the key time for liaising face to face with colleagues. Mondays and Fridays are currently quiet, as many of our members opt to work from home on these days and offer a time to catch up on administration and desk-based tasks.

The role presents a great opportunity to get involved in the management of a growing and forward-thinking social enterprise.

The post-holder will report to the Chief Executive and will collaborate closely with the (part-time) Community and Content Manager.

Attributes

The ideal candidate will be:

- Hospitable and friendly, confident in welcoming people to the workspace and providing excellent customer service to members and guests.
- Extremely organised and accurate, with a focus on forward planning and excellent attention to detail.
- Calm and consistent – able to apply the rules of the workspace and offer solutions to members and guests
- A fluent English speaker with excellent written English and clear communication skills.

- Highly numerate, with some financial management experience an advantage
- IT literate and familiar with MS Office and common office software applications
- A self-starter; able to work both under own initiative as the sole member of staff on site on some days and as part of a small team when collaborating in person with colleagues.
- Ability to absorb and understand new systems quickly and to implement them accurately.
- An interest in the aims of the workspace and architecture/the built environment would be an advantage.

Responsibilities

- Member liaison and engagement, including welcoming members and visitors to the space, ensuring the space is kept neat and tidy and provides a welcoming and professional environment in which to meet and work; monitoring emails and phone calls as required and ensuring that any issues are dealt with calmly and efficiently.
- Providing information to existing and prospective members about Build Studios and the various products and services on offer; arranging building tours and inducting new members; briefing them on systems and operations.
- Premises management, including responsibility for security, access (members, staff and guests) and health and safety. Working closely with our (on-site) landlord to address any maintenance or operational issues.
- Management of external contracts, including broadband, CRM software, telephony, IT support, cleaning, printing/photocopying and office plants.
- Distributing post and ensuring mailbox contracts are kept up to date.
- Managing bookings of all products and services via the Build Studios CRM system, including desk and meeting room bookings, printing and events. Ensuring the CRM and website are kept up-to-date with correct pricing and availability.
- Issuing contracts to members and renewing their memberships as appropriate. Managing the desk plan and future pipeline of members.
- Managing the issuing of invoices via the Build Studios CRM system and taking payments. Supporting the book-keeper in the maintenance of accurate financial records and reporting.
- Keeping the Operations Manual and Member Handbook updated with systems and contract information.
- Supporting the Chief Executive with the delivery of internal communications, including gathering and maintaining contact information for members and preparing internal communications; monitoring the duty phone as required
- Keeping the website and external space-search sites up-to-date with current descriptions and pricing information.
- Supporting the delivery of events, including quarterly social events for members and themed events for Build Studios' wider audience; booking equipment and catering, monitoring attendance and occasional attendance at the events.
- Contributing to the preparation of papers for Board meetings and external meetings, including collating membership information and researching topics of interest.
- Other tasks as required from time to time to deliver smooth and efficient management of Build Studios

Term

Permanent.

Location

The role is based on site at Build Studios' premises on Westminster Bridge Road in Waterloo.

Hours

8.30-1.00pm, Monday-Friday

Salary

Between £25,000-28,000 per annum pro rata depending on experience. (£15-£16,800 per annum for 4.5 hour working day)

Employer

The contract of employment would be with Build Workspace. Build Workspace is a wholly owned subsidiary company of Build Studios, which manages the space on its behalf.

How to apply

Please send a CV and covering letter, explaining why you think you would be well suited to the job, to Helen Santer, CEO, helen@buildstudios.co.uk by Monday 17th January at 5pm.

We will acknowledge receipt of all applications. Unfortunately, we will only be able to give detailed feedback to candidates who reach the short-listing stage.

**BUILD
STUDIOS**

**BUILD
WORKSPACE**