

# wasps\_

Role: Property Manager

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Contract: 18 Months Fixed Term

Hours: Part time (20 hours per week)

Salary: £24,000 (£13,714 pro rata)

## Job Description

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This role will support the newly created Inverness Creative Academy development, delivered by Wasps in the former Midmills College Campus in Inverness. Phase 1 of this facility will open this autumn with studios and exhibition space for over 30 artists and makers. Phase 2 is expected to become operational in Summer 2020. The role will initially be based in Phase 1 but will eventually cover both buildings, supported by another post to be created in 2020. Wasps Head Office is in Glasgow and the role will be managed by the Head of Property, with regular support and contact from the wider Wasps Team provided. The postholder will be required to visit the Glasgow Office for training and induction at the start of the appointment, with accommodation and travel costs covered. As this is a new facility for Wasps in the Highlands, we seek candidates who will take a flexible and positive approach to assisting Wasps and the tenants within the building to make it a welcoming, well managed and maintained facility.

The Property Manager role will provide administrative, management and marketing support for the efficient operation of the Inverness Creative Academy, Stephen's Street, Inverness, where the role will be based.

The Property Manager will be an integral part of a small team, led by the Head of Property who is based at Wasps Head Office in Glasgow.

The main duties of the post will include:

- Provide a warm welcome to all Inverness Creative Academy tenants, their clients and visitors to the building.
- Handle queries and notifications from tenants in respect of the operation, repair and maintenance of the property and accurately record these matters onto a database.
- Respond promptly and appropriately to maintenance issues as and when these arise, and with support from Wasps Property Team, seek to resolve these efficiently and effectively.
- Update and maintain all space / room bookings ensuring all rooms are set up as required.
- Update and maintain bookings for all events and hot desk spaces
- Manage, sort and direct all incoming mail and deliveries.
- Manage, programme and issue keys, ensuring all keys are accounted for at all times.
- Monitor our legislative compliance such as health and safety and building risk assessments and report on these to the Head of Property.
- Oversee the work of contractors to ensure that works are carried out to an acceptable standard with support from Wasps Property Team.
- Ensure the building, its plant and machinery is regularly maintained and managed to comply with current legislation with support from Wasps Property Team
- In conjunction with the Head of Property manage and compile reports on all legislative requirements and enforce tenant and visitor compliance with such requirements.
- Inspect and ensure cleaners are performing their duties in the building and report findings to the Head of Property.
- Provide support in organising and helping with installation and invigilation at evening and weekend exhibitions and events when required.

- Keep tenant directories and notice boards up to date
- Deal with any tenant enquiries about the operation of the building.
- Circulate relevant information to building users.
- Provide the public with information about Inverness Creative Academy and Wasps Studios as and when required
- Assist with updating social media and marketing for the building with the support of Wasps Marketing and Communications Manager
- Any other duties as required by the Head of Property and Senior Management Team.

### **Person Specification**

- Qualified to a suitable level in administration, property management and / or marketing, with experience of some (or all) of these specifications. Please clearly demonstrate your experience and qualifications in support your application.
- Good working knowledge of property management and Health & Safety legislation. Some training will be provided in Health and Safety.
- Experience of supervising contractors on site.
- Delivering high standards of customer service to all tenants with a friendly, welcoming manner and smart appearance.
- Ability to work well with internal and external stakeholders, collaboratively and in a team-oriented way.
- Ability to efficiently manage your workload and prioritise as appropriate to meet targets and deadlines.
- Excellent communication skills (both oral and written), with the ability to communicate complex information with a wide and diverse range of stakeholders in a format appropriate to each.
- Excellent administrative and organisational skills with the ability to develop comprehensive systems and procedures.
- Excellent computer skills, including Excel, Word and databases.
- Experience with a variety of social media channels.
- An interest in the arts and creative industries.

### **Hours of Work**

The normal hours of work are 20 per week, usually Monday to Friday 10:00 to 14:00 although a degree of flexibility over this is available.

### **Salary**

The rate of pay is £24,000 per annum (£13,714 pro rata). This is payable in arrears by credit transfer to your bank account in monthly intervals on or around 28th day of each month.

### **Holiday**

25 days annual leave and 12 days public holidays (21 days pro rata).

### **Application**

To apply please send a copy of your CV along with a covering letter outlining why you consider yourself suitable for this position. Please include contact names, phone numbers and email addresses for 2 referees, one of whom should be your current or most recent employer. Applications should be submitted by no later than 5 October 2018, by email to:

Stuart McCue-Dick (Executive Director – Corporate Services) – [stuart@waspsstudios.org.uk](mailto:stuart@waspsstudios.org.uk)

Submissions should be titled: Private and Confidential - Job Application

### **Enquiries**

For initial discussions regarding the role please call:

Stuart McCue-Dick (Executive Director – Corporate Services) on 0141 553 5890.