

# wasps\_



## **Receptionist x 2**

**Inverness Creative Academy**

**Information Pack – January 2022**

## Background

Wasps has been supporting the arts community in Scotland for 44 years. We have grown to become one of the UK's largest studio providers and home to Scotland's largest cultural community. Wasps currently houses 1000 creative people, including 33 arts charities and 47 creative businesses across 20 locations, from the Scottish Borders to the Shetland Islands.

We will shortly expand our offer by opening our latest creative building, Inverness Creative Academy. We now seek to recruit a key member of staff to join our team and be based in the Inverness to deliver reception services.

Wasps' activities support the regeneration of many communities across Scotland. We redevelop redundant, historic buildings into beautiful facilities for artists and creative industries, improving the physical appearance and economy of the communities in which they are located. Our artists' work touches the lives of thousands of people across Scotland and beyond.

Wasps also delivers a range of arts enterprise activity including exhibition, workshop and residencies opportunities, along with professional development support for our creative tenants, delivered across our nine galleries and four residency spaces.

Wasps is committed to recruiting based on merit, and to the principles of equality and diversity in our staff appointments. We highly value the benefits of having different points of view and experiences in our staff team. Accordingly, Wasps welcomes and treats equally the applications from minority groups relating to - but not limited to - race and ethnicity, sexual orientation and gender, age and physical limitation.



## Inverness Creative Academy

This new facility in Inverness is a £7.2m project which has seen the transformation of the former Inverness Royal Academy, Midmills, Category B Listed buildings in the centre of the northern capital. The facility will be home to 32 artist studios over two levels, along with office space for 54 creative industries, a café, artists' workshop and gallery spaces, meeting rooms and exhibition spaces. This is the first creative facility of its kind in Inverness. Wasps seeks to provide a welcoming, professionally managed facility for tenants and visitors alike. We therefore seek a Receptionist as a key role within the organisation to fulfil this need in Inverness.

## Job Description (Two Posts)

The Receptionists will report to the Building's Property Manager and will first and foremost provide reception and front of house support for Inverness Creative Academy. Duties will include:

1. Provide a warm welcome and maintain a good relationship to all Inverness Creative Academy companies, their clients and visitors.
2. Update and maintain meeting room bookings.
3. Manage, sort and direct all incoming mail and deliveries.
4. Report any building maintenance problems to Wasps' Property team.
5. Manage, programme and issue keys, ensuring all keys are accounted for at all times.
6. Provide support in organising and helping with installation and invigilation at evening and weekend exhibitions and events.
7. Assist with the day to day running of the Gallery and assist visitors.
8. Update company names on tenant directories.
9. Deal with any tenant enquiries about the operation of the building.
10. Circulate information to building users.
11. Provide the public with information about Inverness Creative Academy and Wasps.
12. Assist with updating social media and marketing for Inverness Creative Academy.
13. Manage the rota with the other post holder to maintain continuity of service.
14. Other duties as instructed by the senior management team of Wasps Limited or Executive Directors.

## Person Specification

As first point of contact for companies and visitors, the receptionist is a vital role for the smooth running of Inverness Creative Academy. To be suitable for this role you must have the following values, attitude and experience:

- Qualified or previous experience in administrative/reception role
- Good timekeeping
- A friendly and welcoming manner
- Smart appearance
- Excellent face to face customer service skills
- Good organisational skills
- Computer literate
- Ability to work on own initiative and as part of a team
- An interest in the arts and creative industries
- Previous retail experience is desirable
- Some flexibility of working hours to cover holidays and additional hours as required
- Flexible and positive approach to your work and helping out Wasps and other companies at South Block

## Place of Work

The post will be based at Inverness Creative Academy, Stephens Street, Inverness, IV2 3JP with the possibility of duties required at Wasps' other buildings via remote connections and phone.

## Hours of Work

Initially hours of work are a minimum of 25 per week: on a two week rota which are to be flexible and will cover core hours of service between 0900-1700hrs Mon-Fri,

	Week 1	Week 2
Monday	1200 – 1700	0900 – 1400
Tuesday	1200 – 1700	0900 – 1400
Wednesday	1200 – 1700	0900 – 1400
Thursday	1200 – 1700	0900 – 1400
Friday	1200 – 1700	0900 – 1400

This is a job share position and the post holder may be required to work additional hours to cover the opposite job share position at times of holiday, sickness or absence. There will also be occasional evening/weekend out of hours work at times to cover events at the building.

## Salary

The rate of pay is £12,350 per annum for working initially 25 hours per week. This is payable in arrears by credit transfer to your bank account in monthly intervals on or around 28th day of each month. This annual rate equates to an hourly rate of £9.50 and the post holder will be paid for actual hours worked (including any additional hours) as recorded on a time sheet.

## Contact Details

For further details please contact:  
Samuel Richardson – Head of Property  
Wasps Studios  
The Briggait  
141 Bridgegate  
Glasgow G1 5HZ  
Tel: 0141 553 5890  
Email: [samuel@waspsstudios.org.uk](mailto:samuel@waspsstudios.org.uk)  
Web: [www.waspsstudios.org.uk](http://www.waspsstudios.org.uk)

## To Apply

Please submit your CV along with a covering letter outlining why you would be suitable for the role to Samuel Richardson at [samuel@waspsstudios.org.uk](mailto:samuel@waspsstudios.org.uk) by **Friday 21<sup>st</sup> January 2022 at 5pm**. Please include any notice period, current salary and contact names, phone numbers and email addresses for 2 referees, one of whom should be your current or most recent employer. Interviews are provisionally set for the **31<sup>st</sup> January 2022**.

Submissions should be titled: ***Private and Confidential - Job Application***