



Build Workspace Projects and Community Associate

Term: 1 year fixed term contract

Hours: Full time (though 4.5 day/week will be considered)

Salary: £24-26k

Job Description

The Projects and Community Associate will play a key support role in the smooth running and development of a small and dynamic charity and social enterprise.

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.

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, including a flagship careers enrichment programme with local schools.

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

We are a small, friendly and supportive team – committed to delivering a great product for our members and to supporting the aims of the charity.

Role

This broad-ranging role presents a great opportunity to work with a growing and forward-thinking social enterprise.

The Projects and Community Associate will play an active role in the day-to-day running of the Build Studios workspace and in assisting with the development of new projects and initiatives.

The role has two key parts:

- Duty assistant manager tasks, including operations, administration and member liaison (covering the maternity leave of our Assistant Workspace Manager) – approx. 2 days/week
- Project support, research, communications and marketing activity – approx. 3 days/week

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

The role would be primarily office based, with some flexible or home-working considered. Thursdays and Friday mornings would need to be office based.

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.
- Calm and consistent – able to apply the rules of the workspace and offer solutions to members and guests
- Passionate about the built environment and architectural education in all its forms
- Willing to get stuck in – we are a small team and everyone rolls their sleeves up
- Extremely organised and accurate, with a focus on forward planning, careful research and excellent attention to detail.
- An excellent communicator and writer, with fluent English
- Willing to innovate and try new ways of working
- Highly numerate
- 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.

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.
- Distributing post and ensuring mailbox contracts are kept up to date.
- Managing bookings of products and services via the Build Studios CRM system, including desk and meeting room bookings, printing and events.
- Supporting the book-keeper in the maintenance of accurate financial records and reporting.
- 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.
- Writing copy and articles for external communications, including website and social media, and sourcing images

- 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 attending events.
- Assisting the CEO with writing fundraising bids for new projects
- Supporting the development of new education and outreach programmes
- Gathering monitoring information, statistics and feedback about the impact of Build Studios' programmes
- Assisting with review of Build Studios systems and processes, with a focus on user experience for our members
- Assisting with the search for additional premises for Build Studios
- 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

1 year fixed term contract.

Location

The role is primarily based on site at Build Studios' premises on Westminster Bridge Road in Waterloo. Some home working will be considered.

Salary

£24-26k per annum (pro rata if a 4.5 day week is agreed)

Hours

8.30-4.30pm with unpaid 30 minutes for lunch.

Some flexibility to these hours will be considered. However, please note that Thursdays and Friday mornings will need to be worked on site.

Employer

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

TO APPLY:

Please send a CV and covering letter to Helen Santer, Chief Executive by **Friday 13th July** at helen@buildstudios.co.uk

Applications without a covering letter will not be considered.