**Job Description and Person Specification**

**Project Manager: Guardianship Administrator**

**Hours:** **(Part-Time) 21 hours per week, Mon-Wed or Wed-Fri 9am-5pm (inc. 1-hour unpaid lunch break)**

**Location:** **The post is a mix of office based, remote and regular site-based work at our guardianship buildings across London.**

**Salary:** **£23,933 Pro-rata**

**Benefits:** **15 days holiday entitlement pro rata**

**Duration:** **1 Year Fixed Term**

**Reports to:**  **Property Team Manager**

**Context of role**

We create inspirational, supportive environments where artists and communities interact, learn and flourish. Since 1994, Bow Arts has nurtured London’s diverse creativity and talent. We’ve provided artists and creative practitioners with affordable workspace and places to live, connecting them with local communities and supporting their professional development. We give communities throughout London greater access to and interaction with the arts, through our schools programme, workshops, exhibitions and events.

We’re an arts and education charity and a social enterprise; our services support the growth of sustainable local creative economies. Over 1,000 artists, designers and makers are affiliated with Bow Arts through our workspace, affordable housing for creatives, and award-winning schools and young people’s learning programme.

Bow Arts is dedicated to promoting equality of opportunity, tackling discrimination, and welcoming and valuing the inclusivity of the communities we serve. We anonymise applicants at our initial shortlisting stage, removing any non-essential information before we start selection to address the possibility of unconscious bias.

**Overview of the role:**

Alongside our professional studio spaces, Bow Arts provides 120 low-cost guardianship properties in partnership with Peabody Housing, one of London’s leading RSL’s. Our scheme is designed to support early career artists to establish their lives and practice within the Thamesmead regeneration area.   
The Guardianship Administrator will:

* Support Bow Arts property team in the day-to-day management of its Thamesmead portfolio.
* Be a key point of contact for 200+ guardians including: viewings, on boarding, rent management and vacating
* Liaise with Peabody repairs and services teams including sub-contractors in order to manage and maintain the properties.
* Deals with a wide range of enquiries both internal and external.

The role requires someone who can prioritise tasks with the ability to respond both in person and via phone or email.

Due to our work with young people, all staff are subject to an enhanced Disclosure and Barring Service (DBS) check.

**Job Description**

**Main Tasks:**

**Administration**

* Assess and process guardianship applications and enquiries (this will include face-to-face interviews with guardians in some instances)
* Carry out viewings and signings.
* Assist with the accurate input of data, and administration of our artist database.
* Support colleagues with routine monthly property inspections.
* Support colleagues with accurate financial reporting.

**Facilities Management**

* Support the studios manager in maintaining up-to-date records and reporting on facility management and maintenance issues across guardianship properties.
* Maintain logs of services required for each building and support the property to team to ensure statutory health & safety checks are being undertaken.
* Act as out-of-hours contact in the event of emergencies.

**Person Specification**

**Person Specification**

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| Great with people; outgoing, friendly, and self-assured |
| Excellent communicator; both spoken and written |
| Methodical and thorough with a high level of accuracy and attention to detail; numerate and literate |
| Practical, resourceful, problem solver with an ability to take initiative and manage a varied workload |
| IT literate with a working knowledge of MS Office software |
| Ability to work well alone and as part of a close-knit team |
| Experience in managing the expectations and requirements of a range of clients and stakeholders |
| Ability to multitask and prioritise varying workloads |

**To apply for this role, please complete the** [**Application Form**](https://bowartstrust.docuware.cloud/DocuWare/Forms/bow-arts-employment-application-form?orgID=cf7ce18d-ea98-4f34-9a8e-588e0842a83a)

**and** [**Equal Opportunities Monitoring form**](https://bowartstrust.docuware.cloud/DocuWare/Forms/equal-opportunities-monitoring-form?orgID=cf7ce18d-ea98-4f34-9a8e-588e0842a83a) **- CVs will not be accepted. For help on the application process, please view the** **Recruitment Process Form**

**If you have any questions, access requirements, or require the application in a different format, please email** [**recruitment@bowarts.com**](mailto:recruitment@bowarts.com) **or phone 020 8980 7774.**

**Application Closing Date:** **Midnight, Thursday 30th of May 2024**

**Interview Date:** **Thursday 6th & 7th June 2024**

**Please note, Bow Arts’ studio holders are not eligible for this role due to conflict of interest.**