



Job Description and Person Specification

Operations and Finance Manager

Working Hours:	35 hours per week, Monday to Friday, 9am–5pm
Location:	A dynamic mix of office-based, remote, and regular site-based work throughout London
Starting Salary:	£26,500
Benefits:	25 days holiday entitlement, Cycle Loan Scheme, Season Ticket Loan Scheme, Workplace Pension, and participation in staff social events
Contract Type:	Permanent
Reports to:	Head of Partnerships & Places

Role Context:

Since its inception in 1994, Bow Arts has been at the forefront of London's artistic community, dedicated to cultivating environments where creativity thrives and communities engage deeply with the arts. As an arts and education charity and social enterprise, Bow Arts is committed to fostering sustainable local creative economies. We achieve this by providing affordable workspaces and facilitating community interaction through various educational programmes, workshops, and events. With over a thousand artists, designers, and makers currently affiliated with us, Bow Arts is a vital hub of creative talent.

Partnerships & Places

The Partnerships & Places department is central to Bow Arts' mission, managing a diverse portfolio of accounts that deliver award-winning



affordable artist workspaces, placemaking, and food and beverage activities. The department works closely with strategic partners to ensure the success and sustainability of projects that enhance community engagement and support the creative economy.

The Role:

The Operations and Finance Manager plays a vital role within the Partnerships & Places department, essential for driving its expansion and success. The role is centred on overseeing the financial and operational aspects of the department, as well as managing its clients' commercial facilities and tenants. We seek an organised individual with a hands-on approach, who is confident, communicates clearly and effectively, and excels at problem-solving using initiative. This role will be pivotal in supporting both current and future projects.

Key Responsibilities:

1. Financial Management:

- Handle all aspects of financial management including invoicing, aged debt management, rental accounts, budget reviews, and intercompany charges.
- Provide comprehensive financial oversight for placemaking projects, ensuring accuracy in financial reporting.
- Organise and manage facilities contracts with multiple providers, such as waste, lifts, business rates, and air conditioning for several commercial businesses.
- Manage service charges: calculate client billing, ensure value for money, produce arrears reports and account statements. Handle rent and debt collection, reporting to external clients.
- Conduct forecasting and budgeting across the department.

- Lead monthly finance monitoring meetings with team members.
- Collect data and report accurately on activities, producing regular financial reports.
- Handle complaints efficiently and professionally.

2. Facilities and Estate Management:

- Lead the management and development of facilities across all sites, ensuring systems are expanded and enhanced for efficiency.
- Implement strategies for sustainable estate development, aligning with organisational goals.

3. Commercial Client Management:

- Manage and cultivate relationships with commercial clients, ensuring all contracts are fully compliant and expectations are met.
- Serve as the primary liaison for commercial clients, providing exceptional service and support.

4. Income Generation and Operational Improvement:

- Develop and implement innovative income-generating initiatives and optimise asset utilisation.
- Focus on identifying and implementing cost-saving measures and enhancing operational systems to maximise efficiency and business performance.



Person Specification:

- Experience in facilities management including service charge
- Methodical with a high level of accuracy; numerate and literate
- Excellent communication skills, both verbal and written
- Resourceful problem solver with strong initiative
- Proficient in MS Office specifically Excel and accounting software including Xero
- Capable of working independently and collaboratively within a team
- Experienced in managing diverse client and stakeholder expectations
- Able to multitask and prioritise effectively
- Strong understanding of Health and Safety in estate management
- Excellent negotiation skills and persuasive abilities
- Professional, tactful, and self-assured demeanour
- Friendly and approachable personality

For more information, contact Deborah Efemini, Head of Partnerships & Places, at defemini@bowarts.com. To apply for this role, please complete the [application form](#) and [equal opportunities monitoring form](#). CVs will not be accepted. For questions or alternative format requests, email recruitment@bowarts.com.

Application Closing Date: Monday 24th March, 6pm

Interview Date: Week commencing 7th April

We are committed to promoting equality, tackling discrimination, and valuing inclusivity. Our recruitment process anonymises applicants at the initial shortlisting stage to mitigate unconscious bias.

Note: Current Bow Arts' studio holders are not eligible for this role due to potential conflicts of interest.