



## **Client Facilities and Studio Coordinator**

**Hours:** 21 hours per week 3 days, tbc - 9am-5pm

**Salary:** £26,500 – Per Annum (Pro Rata)

**Duration:** Permanent

**Location:** A mix of office-based and regular site-based work at Royal Albert Wharf in east London's docklands.

**Benefits:** 25 days holiday entitlement, Cycle Loan Scheme, Season Ticket Loan Scheme, Workplace Pension, and participation in staff social events

**Responsible to:** Head of Live & Work Space

### **About Bow Arts:**

Established in 1995, Bow Arts has been a leading force in London's artistic scene, committed to creating affordable environments where creativity flourishes and communities actively engage with the arts. As a charity and social enterprise focused on arts and education, Bow Arts is dedicated to developing sustainable local creative services. Our affordable workspaces, fund our community interaction through educational programmes, workshops, and events. With over a thousand artists, designers, and makers associated with us, Bow Arts stands as a vibrant hub for the creative sector and an important social enterprise model for London.

### **Live & Work Space Department:**

Central to Bow Arts' mission, this department manages a diverse portfolio of over 20 buildings including residential guardian properties that support early career artist designers and makers with affordable and safe places to work. We actively connect our tenants through our placemaking initiatives to opportunities to train and earn a living while building their careers. We collaborate closely with our partners to ensure that our projects enhance local communities contribute to building viable local creative economies.

Bow Arts is organised into five key departments:

1. Live and Work Space – managing studios and residential spaces.
2. Learning Dept – offering training and employment opportunities for artists to share their skills.
3. Arts and Events Team – championing emerging talent.
4. Partnerships and Places – collaborating with our partners to embed creative placemaking in London's new communities.
5. Core Services – handling HR, governance, and finance to support the other departments.

Our organisation is a fast-paced, friendly environment built on innovation, transparency, and openness, which has become the foundation of our reputation.

## The Role:

The Client Facilities & Studio Coordinator role sits within Bow Arts, Live & Work Space Department, you will manage both the commercial and creative facilities of one of the Trusts key sites. Royal Albert Wharf (RAW) situated in Newham's docklands and is owned by Notting Hill Genesis (NHG) who are an important and strategic partner for the Trust. On behalf of NHG Bow Arts manages all of their commercial facilities and tenants at RAW. This involves all day-to-day operations including: rent collection, services charge billing, maintenance contracts and client meetings. In addition, you will manage the letting and facilities of 36 creative workspaces, leased by Bow Arts and you will liaising with and be supported by our other service departments, in particular the Partnerships and Places dept.

<b>Key Responsibilities:</b>
Coordinate day-to-day management of commercial facilities, overseeing contracting for repairs, building maintenance, cleaning, security, health & safety, and supplies.
Manage third-party vendors and contractors to ensure timely and high-quality service delivery.
Ensure compliance with health, safety, and environmental regulations through regular inspections.
Act as the primary point of contact for tenants, handling inquiries, repairs, and general concerns.
Manage the Commercial Service Charge, including preparing annual statements, quarterly billing, managing arrears, and supporting debt collection.
Assist with move-ins, relocations, refurbishments, and other operational needs.
Prepare clear financial client reports regularly, covering rents, service charges, arrears, and aged debts.
Report on facility performance, budgets, health & safety metrics, tenant satisfaction, and service issues, including repairs and upgrades.
Support the delivery of Place Making initiatives on behalf of the client.
Coordinate the licensing and management of creative workspace facilities.
Oversee the marketing of the creative workspaces
Support the annual delivery of Open Studios

**Person Specification:**

Experience in facilities management, including service charge

Methodical with high accuracy; numerate and literate

Excellent communication skills, both verbal and written

Resourceful problem solver with strong initiative

Proficient in MS Office, particularly Excel, and accounting software like Xero

Ability to work independently and collaboratively within a team

Experience in managing diverse client and stakeholder expectations

Strong multitasking and prioritisation skills

Understanding of Health and Safety in estate management

Professional, tactful, and self-assured demeanour

Friendly and approachable personality

**Desirable Qualifications:**

- A relevant qualification in facilities management, business administration, or a similar field is advantageous is desirable but not essential
- A Health and Safety qualification (e.g., IOSH, NEBOSH) is desirable but not essential

**To apply for this role, please complete the [application form](#) and [equal opportunities monitoring form](#). CVs will not be accepted. 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: Thursday 15<sup>th</sup> May 2025 at 5pm**

**Interviews Date: 4<sup>th</sup> – 6<sup>th</sup> June 2025**