



## Job Description and Person Specification

### Head of Live and Work Space

<b>Hours:</b>	<b>35 hours (full-time), Mon to Fri 9am–5pm</b>
<b>Location:</b>	<b>On-site, Bow Arts office (Hybrid Option)</b>
<b>Salary range:</b>	<b>£39,850</b>
<b>Benefits:</b>	<b>25 days holiday entitlement, Cycle Loan Scheme, Tech Loan Scheme, Season Ticket Loan Scheme, Workplace Pension, Staff socials.</b>
<b>Duration:</b>	<b>Permanent</b>
<b>Responsible to:</b>	<b>The CEO</b>
<b>Responsible for:</b>	<b>Studio Team Manager, 3 x Studio Managers, Guardian Property Manager and Admin Assistant, Maintenance Facilitator</b>

#### **About Bow Arts:**

Bow Arts stands as London's foremost provider of services for artists, offering some of the capital's most affordable work and living spaces to early-career creative professionals across 18 sites and spanning 10 London boroughs. We currently focus our activity around three main 'Hub' sites: Bow Road in Tower Hamlets, Royal Albert Wharf (RAW) in Newham and the Lakeside Centre in Abbey Wood, Thamesmead.

Our Learning initiatives partner with approximately 90 schools annually, enhancing social mobility, attainment, and access for over 10,000 young people per year. We offer training programs for artist to learn how to work in schools and generate hundreds of professionally paid work opportunities for artists each year.

Our gallery, the Nunnery, serves as a dynamic hub, supporting thousands of early-career artists each year through profiled prizes, open calls, residencies, and CPD programs.

Established 30 years ago, we pioneered an innovative charitable social enterprise model dedicated to growth, affordability, and accessibility in the arts. Today with



a revenue turnover of circa £5m, we are proud to invest 100% of our revenues into sustainable creative services, and we remain steadfast in our commitment to London's local communities. We are passionate and dedicated to nurturing the success of our artists and collaborating with schools and businesses to integrate creative skills into London's vibrant economy and we believe that affordability remains the best access into the arts.

Bow Arts is organised into five key departments:

- Live & Work Space – managing studios and residential spaces.
- Learning – offering training and employment opportunities for artists to share their skills.
- Arts & Events – championing emerging talent.
- Partnerships & Places – developing partnership opportunities whilst supporting our Hubs, artists, local residents and businesses.
- Core Services – finance, governance, HR, systems and marketing.

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

### **Role Overview:**

The Head of Live & Work Space is a key role for Bow Arts. The property portfolio is the financial driver for the charity supporting all our charitable work alongside over 1,100 of our direct artist beneficiaries. You will be responsible for maintaining both revenue streams, as well as healthy safe places to live and work.

The Trust currently manages 26 buildings across 17 sites in east and south east London. We manage and refurbish all our properties ourselves. The portfolio is a mixed tenure, 25% currently owned with a further 25% in the pipeline, the remaining properties are leasehold from meanwhile rolling leases to 10 yrs. The properties range from grade II listed buildings, classic redbrick to ex-local authority residential flats and through to mixed use new build properties.

Our landlords are our partners, they include: housing associations, local authorities, private landlords and developers, our work supports the delivery of their community improvement pledges. You will be expected to maintain excellent relationships with our partners and landlords.

The department consists of 6 team members, a team leader, four portfolio managers and a part-time maintenance facilitator. The team is responsible for the marketing and lettings of all our spaces and for the maintenance and health and safety of our buildings. Staff are the key point of contact for our artists,

ensuring rents are paid, debts managed and people have access to all our other support services.

You will need to be able to manage and communicate clear financial budgets and targets and you will assist in expanding our portfolio and offer. We are looking for an individual who is keen to grow with us and support the growth of the charity and our partnership interests.

We are looking for someone with an affinity for the sector and with experience in managing the day-to-day activity and challenges of a diverse portfolio and a large number of tenants. Someone who is a clear communicator and capable of running a team and who is able to report at an executive level.

### **Senior Team**

- Contribute to the business planning and be accountable for the delivery of Bow Art Trust's objectives, particularly in relation to development, investment, procurement and maintenance of the property portfolio.
- Regularly attend and contribute to Board meetings and deliver high quality reports and management information to the Senior Team, the Board and board sub committees as required.

### **Finance & Reporting**

- Maintain good quality management information to support the financial and operational management of the Studios and property portfolio.
- Assemble and present high-quality reports on the performance of the property portfolio to the Senior Team and the Board as required.
- Produce Annual Departmental Budgets, Operational Plans and set yearly KPIs.
- Maintain monthly finance reports and quarterly Management Reports for the Chief Exec and Board, highlighting and finding solutions for key variances.

### **Property**

The property portfolio is the financial driver for the charitable activity and outputs of the Trust.

- Take day to day responsibility for management of the Trust's property portfolio.

- Ensure that void spaces are kept to a minimum and that all spaces are marketed and let in the most time efficient manner.
- Be responsible for contracts and leases, renewals, management agreements, rent reviews and property related indemnities.
- Responsible for management and reporting of debtors within property department.
- Oversee Fire, Health and Safety Risk Assessments for studios and property as required. Coordinate regular checks and servicing of Fire and Health and Safety systems.
- Oversee and manage the cyclical programs of maintenance and remedial works taking account of lease provisions, renewals and reinvestment plans.
- Ensure all capital and repair expenditure is effectively costed, managed and monitored, anticipating any variance to budgets and recommending remedial action.
- Regularly monitor and revise all service contracts to ensure they meet the needs of the organisation, are cost effective and offer the best value for money.
- Manage and review contractors and, where appropriate, put in place new contractors for the maintenance and upkeep of the portfolio and ensure that these contracts demonstrate best value for money.
- Provide professional support to staff on all property maintenance, compliance and improvement matters.
- Be the responsible officer for dealing with emergency property maintenance and compliance matters.
- Oversee the project management and refurbishment of new studio buildings, manage budgets and contacts.

### **Staffing**

- Line management, monitoring and evaluation of staff against an agreed appraisal system.
- Operate a performance management culture whereby roles and accountabilities are clear and individual and team performance are regularly monitored and underperformance is addressed immediately.
- Ensure all staff are supported through regular feedback, both informal and formal (the latter in line with appropriate policies and procedures), to achieve greatest potential in delivering agreed outcomes.

### **Other**

- Ensure compliance with Bow Arts policies and procedures, inc: Equality and Diversity, Financial Regulations and statutory Health and Safety.
- Maintain confidentiality agreements and conduct yourself in a professional manner during the course of your duties.



- Demonstrate a willingness to undertake training as required for the development of the post and enhancement of the company's skill base.
- Engage with staff and clients of Bow Arts in a positive and constructive manner and to attend such meetings as the post requires in order to fulfil its aims.
- Promote the aims and objectives of Bow Arts by acting as an ambassador for the organisation in a pro-active and informed manner.
- Undertake other duties consistent with the level of the post.

**Person Specification:**

Experience in prioritising busy workloads and meeting deadlines.
Knowledge and experience of property and facilities management, with a particular focus on workspaces.
Knowledge and experience of property refurbishment, tender processes and managing contractors.
Knowledge and understanding of current Health and Safety Legislation, with particular regard to those factors applying to managed workspaces.
Experience of line-managing a range of staff.
Experience of developing and managing budgets.
Experience of liaising with a range of organisations and individuals at many levels, including local authorities, developers, planners, funders.
Ability to communicate clearly and effectively.
IT literate.
Motivated and organised.

**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: 12 Noon Saturday 7<sup>th</sup> June**

**Interview Date: 17<sup>th</sup> & 18<sup>th</sup> June (*Note: Interview dates may be subject to change depending on panel availability.*)**

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