

JOB DESCRIPTION: Workspace Manager (Part Time)

Main Purpose of job: As Workspace Manager you will lead and manage the stakeholder relationships and project objectives for a portfolio of operational meanwhile projects. Building on the project team's work to design, set up and establish the project, you will manage the ongoing project to ensure that SLA deliverables, reporting and impact evaluations are met. Maintaining efficient, safe and comfortable sites with happy tenants at 90% occupancy. Producing quarterly and annual reports for Exec Directors and external stakeholders

Responsible to: Project Director

Responsible for: Community Coordinator

Skills/attributes: Previous experience in managing workspace or community projects and in building positive and lasting relationships with external stakeholders. You will be a strong team player able to navigate between external stakeholders, tenants, contractors and suppliers and other team members effectively and positively. You are resilient and able to manage competing pressures in a positive manner. You should have good organisational, planning and time management skills. Strong IT competence; experience in managing digital content creation desirable. Willingness to deal with the unforeseen and take the initiative.

Terms: The role is on an initial **fixed term basis of 12 months**, with the view of moving to permanent position. **Part time 3 days/week, £27k per annum pro rata (£16,200 for 3 days)**. As this is a new role, it is expected to evolve over time.

Main Tasks of the Job

1. Working on location on average 50% of the week, throughout London responding to the demands of our multiple projects.
2. Lead the management of stable operational workspace projects, ensuring tenancy levels remain high, and projects remain profitable. Establishing strong team working relationships to ensure efficient use of staff resource and information sharing.
3. Lead the team to manage the smooth operation of each project site, including promotion and marketing of the spaces, recruitment of tenants, tenant management and facilities management of the sites. Gain solid knowledge and understanding of project / site requirements and deliverables to ensure the sites meet its agreed outputs.
4. Line management of the Workspace Community Coordinator, tasked with coordination of the Meanwhile Space tenant community.
5. Attend sites regularly meeting existing tenants, overseeing issues, making plans to deal with site improvements.
6. Manage client and stakeholder relationships, including private landlords, Local Authority Regen officers, community groups and steering groups, as required for each project
7. Lead on management and improvement on social value output delivery, including planning and delivery of annual tenant surveys, project evaluations and reporting and adaption and a creation of new approaches as a result. Prepare reports and summaries for Exec Directors
8. Manage the delivery of workshops and engagement events, as directed and required by the SLA agreements and contracts.
9. Working with the Workspace Community Coordinator identify tenant business support needs, and deliver business support programmes, as directed and required by the SLA agreements and contracts.
10. Supporting the Workspace Community Coordinator to deliver consistent communications to tenants.
11. Work with Property Manager to ensure that sites are safe and well run. Addressing issues in a timely manner.
12. Review and make recommendations for project improvements as required, including adaptations and adjustments to projects over time. Plan, implement and manage design and contractors with the Property Manager and Facilities Coordinator.
13. Respond to all complaints and tenant issues following the complaints process as required.

14. Oversee the management of the tenant handbook and communication of expected standards of spaces and behaviour of tenants. Addressing issues as and when they arise.
15. Working with the Marketing and Communications Manager ensure maximum coverage and engagement with the project, including with stakeholders, press and awards entries as required.
16. Maintain efficient and effective administrative systems, including Salesforce CRM, online filing and record keeping.
17. Produce reports, documents and promotional material for the team, Exec Directors and stakeholders.
18. Support the Operations team in the collection of sales and expenditure information, business rates invoices, service providers' invoices and receipts.
19. Lead in the evaluation of projects, including collection of impact assessment data and applications for recognition awards.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated the overall business objectives of the organisation, in line with the vision, mission and values of Meanwhile Space.

Application

Please apply with a CV and covering letter highlighting your previous experience and attributes for the role.

Deadline for applications – Sunday 10th October 2021

About Meanwhile Space

Meanwhile Space is the pioneering social enterprise and advisory organisation at the forefront of 'meanwhile uses'. As the market leader in Meanwhile uses since 2009, Meanwhile Space designs innovative Meanwhile solutions to create better places to live and work, by taking on challenging redundant spaces, and working with local communities to bring them into affordable temporary use.

We deliver this through development and management of temporary spaces, and other consultancy and capacity building work. The team has a proven track record throughout London bringing vibrancy and activity to underused spaces for the benefit of local individuals starting or growing their own enterprise, passion or skills. We are fortunate enough to have been recognised through multiple awards, and through national and local media.

From fixed desk incubators in vacant railway arches, to former council buildings re-imagined as creative hubs, to retail incubation on the high street - each of our spaces is a place responsive and operational identity serving a range of tenant uses from product designers, to a bakery, to fashion designers and tech start-ups.

Meanwhile Space has a fantastic staff team of 14, and is currently operating a total of 80,000 ft², with 160 tenants, in 27 Meanwhile Spaces. We believe we can achieve more social output by doing more of what we do, and we need more great people on our team to help this happen. This is the basis for our growth, which will be significant over the next 3 years.

Our Values

1. We like to try new ways of doing things (experimental)

We are prepared to be bold and take risks. No two projects look the same, combining multiple deliverables and using different funding streams, usually in new locations. We are also committed to negotiating spaces on projects, often finding and creating them ourselves, as well as bearing the initial property risk so others can have flexible space in which to develop, grow, make mistakes and learn

2. We are able to adapt our approach quickly (agile)

We trust our team to make good decisions and give them the power to do so, meaning we are able to move fast and respond to opportunities and changing circumstances swiftly.

3. We're up for the challenge (tenacious)

We don't shy away from difficult problems. We build networks and knowledge in a place before we work there and maintain them over time, because we want to find the right solution, not just a solution.

4. We help create supportive spaces (cultivating)

We create spaces and working environments where people are encouraged to try out new things, support each other and help each other develop and learn. We give support to staff and tenants but with that as much freedom, control and responsibility as we can to help achieve this kind of environment.

Impact of Covid 19

We have adjusted our sites and processes because of Covid 19. We still require Project assistant staff to be in our sites for a significant part of the role. Training and support will be provided during induction. We are however working in a flexible way following the Covid 19 crisis and we anticipate that there will be a percentage of home working likely for the foreseeable future.

Find out more about our current projects at www.meanwhitespace.com