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Property Manager Post

Information Pack – November 2020

Introduction

Wasps, Scotland's leading artist studio provider, has a rarely available opportunity within our Property Team. This post is a permanent role to manage and maintain some of our properties as part of a team of Property Managers, looking after Wasps' portfolio of 20 properties across the length and breadth of Scotland. This is an exciting opportunity to develop your property career while supporting Scotland's largest cultural community - a network of professional artists, designers and creative industries. This post is supported by a Property Team, based in Glasgow, Perth and Inverness. The role will focus on Wasps' east coast properties.

Background

Wasps has been supporting the arts community in Scotland for 43 years. We have grown to become one of the UK's largest studio providers and home to Scotland's largest cultural community. We currently house 1,000 visual artists, 35 arts charities and 33 creative businesses, from the Scottish Borders to the Shetland Islands. Their work in turn touches the lives of thousands of people across Scotland and beyond.

In addition, our activities support the regeneration of many deprived communities across Scotland. We redevelop redundant, historic buildings into beautiful facilities for artists and creative industries, improving the physical appearance and economy of the communities in which they are located.

Wasps also delivers a range of arts enterprise activity including exhibition, workshop and residency opportunities, along with professional development support for our creative tenants, delivered across our eight galleries and three residency spaces.

Our plans are exciting! We recently completed Phase 1 of Inverness Creative Academy with Phase 2 onsite and due to complete in summer 2021. Perth Creative Exchange, our 20th property, was completed in November 2019 and we are letting spaces there presently. These projects between them will deliver over 60 new studios for artists and space for 30 creative businesses. We also have a programme of property upgrades and energy efficiency initiatives planned as part of our five-year Business Plan (2018-23) for our existing estate. The studios across our estate remain above 90% occupied with small amounts of movement managed in any quarter, a position we seek to maintain.

Wasps is a not for profit social enterprise and we are fully self-funded for our core operation from rental income. Key to our long-term future is the successful management and maintenance of our estate, ensuring our buildings remain fit for purpose and continue to provide safe, secure and inspiring spaces for our artists, makers and creative industries to work from. The Property Manager role is key to ensuring we achieve this.



Property Manager

Contract: Permanent

Hours: Full time (35 hours per week)

Salary: circa £25,000

Job Description

The Property Manager role will be focussed on ensuring a series of properties in Wasps portfolio is maintained and kept in good repair. Wasps has 20 properties across Scotland ranging in scale, condition and construction, housing over 1,000 artist tenants. The Property Manager will be an integral part of a team, led by the Head of Property. The role will require working closely with contractors to provide a high level of service to our tenants to maintain and repair the Company's property portfolio. Wasps Head Office is based at The Briggait in Glasgow, however it is expected the main focus of the role will be on our east coast properties, including Edinburgh and Selkirk. The role may suit someone living on the east coast. Travel is required on a regular basis, so a driving licence is an essential requirement, preferably with access to a vehicle.

The main duties of the post will include:

- To manage and maintain a series of Wasps studio buildings, working to Wasps Head of Property, as part of a team of Property Managers in our Property Team.
- Visiting studio buildings throughout the country on a regular basis to assess and document maintenance requirements to the building fabric. Inspection of plant and machinery as well as monitoring our legislative compliance, undertaking building risk assessments for each building and reporting on these to the Head of Property.
- Liaise with studio representatives at each building and ensure the building's safe and efficient operation and that tenants within their individual studios comply with current health & safety legislation.
- Handling queries and notifications from tenants in respect of the repair and maintenance of the property estate and accurately recording these matters onto a database.
- Responding promptly and appropriately to maintenance issues as and when these arise, and resolving these efficiently and cost effectively.
- Obtaining quotations, instructing and overseeing the work of contractors to ensure that works are carried out to an acceptable standard.
- Overseeing maintenance contracts to ensure plant and machinery is regularly maintained and managed in compliance with current legislation.
- Managing budgets and reporting on maintenance expenditure for each property, in conjunction with the Head of Property.
- Maintaining accurate and up to date records of maintenance and repair works on each building.
- In conjunction with the Head of Property, managing and compiling reports on all legislative requirements and enforcing compliance with such requirements.
- Working in conjunction with the Head of Property to create an up to date and accurate photographic record on the condition of the properties throughout the estate, highlighting in particular cyclical maintenance recommendations and Planned Preventative Maintenance information.
- Reporting to the Head of Property on all property related matters throughout the estate.

- Filing material appropriately and methodically to ensure accurate records of the estate are kept and maintained.
- Inspecting and ensuring cleaners are performing their duties in each building and reporting findings to the Head of Property.
- Working with external partners/funders to identify energy efficiency measures within each property and along with the Property Team, devise a strategy to implement such measures.
- Any other duties as required by the Head of Property and Wasps' senior management team.

Essential Requirements:

- Ideally the candidate will have a construction related HND or higher and/or significant experience in a similar maintenance and management role.
- Sound knowledge and understanding of legislation within the construction industry, knowledge of building construction methods, building regulations, Health and Safety and CDM.
- Able to work on own initiative and competent at working in a multi-discipline environment.
- Experienced at solving complex technical problems
- Experience of instructing and supervising contractors on site.
- Delivering high standards of customer service to all tenants.
- Excellent communication skills (both oral and written), with the ability to communicate complex information with a wide and diverse range of stakeholders in a format appropriate to each.
- Excellent administrative and organisational skills with the ability to develop comprehensive systems and procedures.
- Excellent computer skills, including Excel, Word and databases.
- Hold a valid driving licence. Access to own vehicle is desirable.

Submissions

To apply please send a copy of your CV along with a covering letter outlining why you consider yourself suitable for this position. Please include contact names, phone numbers and email addresses for 2 referees, one of whom should be your current or most recent employer.

There will be a two stage interview process, due to COVID restrictions these will be conducted over Zoom which can be downloaded to a Mac/PC/laptop or Smart phone.

Applications should be submitted by no later than 5pm on Friday 27th November 2020, by email to:

Stuart McCue-Dick (Executive Director – Corporate Services) – stuart@waspsstudios.org.uk

Submissions should be titled: ***Private and Confidential - Job Application Property Manager***

Enquiries

For initial discussions regarding the role please contact Samuel Richardson (Head of Property) at samuel@waspsstudios.org.uk