Studio Administrator (Client, Project and Administrative Support) Job Description

**Job Purpose**

1. To provide administrative and client management support in a busy design studio with a diverse portfolio of work.
2. To support the Creative Lead with managing clients.
3. To manage the needs of clients who host their websites with us.
4. To undertake a wide range of office and admin tasks alongside Community Enterprise’s core Executive team to keep BOLD’s workflow running smoothly.

**Work Place values**

* Be Creative
* Be Focussed
* Be Bold

**Accountable to** The Bold Creative Lead and Principal Officer

**Nature of post**This post is part time though hours are negotiable. We operate a Hybrid Working Policy, and the post holder must be in the office at least 50% of the time when other team members are in the studio.

**Main Duties**

*Project and Client Management*

1. Client liaison as part of each piece of work from initial contact to final delivery, ensuring tasks are delivered on time and on budget. Working with the Creative Lead to ensure efficient scheduling of work in the studio and ensuring leads are recorded and followed up, and deadlines are met.
2. Record leads quickly and keeping the team appraised of deadlines.
3. Using Podio and other online project management tools and supporting the team to ensure consistent use of those systems.
4. Liaising with our Systems and Administrative Manager to produce monthly financial summaries and raise invoices when work is complete.
5. Liaison with clients, building strong relationships and ensuring issues are addressed quickly.
6. Helping manage branding workshops. This can range from managing meetings to ensuring materials are in place, providing hospitality and a warm welcome, and writing detailed notes.

*Website Support*

1. Managing a small portfolio of websites, helping clients to make simple changes and commissioning more complex changes and updates where required. Ensuring clients are happy and billed appropriately.

*Social Enterprise Map Administration*

1. Liaising with sector support providers to ensure their profile is live and up to date
2. Administering the site and ensuring it is working well

*General Admin Tasks*

1. Fielding enquiries to the Creative Lead
2. Undertaking all basic admin tasks and ensuring the studio runs efficiently
3. Working with the Community Enterprise Executive team to ensure all work is compliant with GDPR and other legislation and good practice etc.
4. Checking and proofreading tenders and other documents.
5. Issuing evaluation surveys after work is complete and at future intervals
6. Providing support to the social media tasks undertaken by the wider team.
7. All other tasks which are commensurate with the spirit of this varied role.

**Person Specification**

We are more interested in real skills, aptitude, values, and how you would fit with the organisation than paper qualifications. Though we will consider them, of course, real experience of administration, client liaison, good writing, comfort with finances, and sensitivity to the sector in which we work are more important to us. This is not a grant-funded post and needs someone who understands the business imperative that sales are crucial to our sustainability.

The following is important:

* The willingness to undertake a variety of tasks at different levels as part of a team - someone who is happy to “muck in”
* Someone who will notice and take the initiative when things need to be done.
* Excellent communication and people skills, and a personality that partners and customers warm to and that engenders respect and confidence
* Comfortable with IT systems and an aptitude to pick up new technologies quickly
* Positive and hard-working with a proven track record of efficient administration.
* A good writer with attention to detail and comfortable with proofreading
* Being confident and self-motivated with a positive, solutions-oriented mindset.
* Understanding/experience of the third sector and ethical enterprises would be advantageous but not vital.
* Budgeting and a head for numbers is important, though there will be support for finance tasks
* Excellent verbal and written communication skills.
* Highly organised and able to multi-task effectively,
* Self-starter with the ability to work well independently and as part of a cohesive team.
* Ability to work across a diverse team of different people in an organisation with a wide portfolio of work.

**Job Details**

**Hours**  The post is for circa 25 hours per week (3.5 days), with the chance that this will grow as the business grows. We ideally need to have a presence every day, so this would be ideally worked from 9 to 3, to be confirmed with the successful candidate.

We may be willing to consider full time if there is a particularly strong candidate but our preference is for 25 hours.

**Remuneration** £18,900 per annum for circa 3.5 days (FTE £27,000).

**Location** Based in BOLD’s Glasgow studio but visiting Community Enterprise’s base in West Lothian and visiting clients.

**Line Management**The post holder will be line managed by the Creative Lead within the policies and procedures of Community Enterprise Ltd

**Employed by**Community Enterprise Ltd

**How to Apply**

Please complete the attached application form

Email to maria@communityenterprise.co.uk

**Closing date: 30th June**

Interview date: Please give your availability in the first two weeks of July.

Further information

If you’d like to discuss the work of BOLD, don't hesitate to get in touch with Doug Summers, Creative Lead, at doug@bold-studio.co.uk