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# Lettings Manager

## Information Pack

July 2024

Deadline: Wednesday 10 July 2024, 1pm

## Job Summary

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<b>Title of Post:</b>	Lettings Manager
<b>Reporting to:</b>	Head of Property
<b>Salary</b>	£27,500 per annum
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	Glasgow

## Welcome

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**We are Wasps - Scotland's biggest provider of creative spaces. We are looking for an experienced Lettings Manager to join our head office team in Glasgow.**

As Scotland's largest provider of creative spaces, efficiently identifying and on-boarding new customers is a business critical activity. The Lettings Manager will have end-to-end responsibility for how this is delivered across our estate, supported by our team of regional Property Managers, our in-house Marketing Team and tenant reps.

At many of our buildings we provide meeting rooms, galleries and workshop spaces alongside our permanent studios, but this role will be focused on our artist studio and creative industries office space provision across our 20 buildings.

You will have the opportunity to shape how this is managed, refine our processes and contribute to our void reduction strategies – so we are looking for someone with drive, high organisational skills and a hands-on approach to take on these challenges.

You can find full details of the role in this pack, but if you have specific questions, or would like to discuss the role in further detail, please contact me.



**David Illius**  
Head of Property

David.Illius@waspsstudios.org.uk  
0141 553 5890

## About Wasps

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**Our mission** is to provide space and support activities in which creators can prosper

**Our vision** is to be an inspirational home for creative practice. Through activities and advocacy we will continue to deliver affordable spaces in which the broad artistic community can realise and share its talent and skills



Wasps has been supporting the arts community in Scotland for 47 years. We have grown to become one of the UK's largest studio providers. Wasps currently houses 1000 creative people, including 33 arts charities and 47 creative businesses across 20 locations, from the Scottish Borders to the Shetland Islands. Their work, in turn, touches the lives of thousands of people across Scotland and beyond.

Wasps' activities support the regeneration of communities across Scotland. We redevelop redundant, historic buildings and convert them into essential facilities for artists and creative industries, improving the heritage and economy of the communities in which they are based.

Wasps supports our creative community with an arts enterprise programme, including exhibition, workshop and residencies opportunities, along with professional development support, delivered across our eight galleries and two residency spaces.

Wasps is a financially self-sustaining social enterprise, and proud to support the largest cultural community in Scotland.

[Download our annual report](#)

# Our People and Culture

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## Our People

Wasps is managed by a small but dedicated team across Scotland. We currently employ 27 staff, many of whom are part-time, led day-to-day by our Senior Management Team.

The majority of our team is based at our Head Office at The Briggait in Glasgow, but we also have smaller satellite offices in Perth, Inverness and Edinburgh to manage key properties.

The organisation as a whole is overseen by the Wasps Board, which consists of Trustees/Directors with members drawn from a variety of backgrounds, including property, the arts and finance.

We are looking for candidates that align with our core values:

### **Customer focused**

*Gains insights into customer needs. Identifies opportunities that benefit the customer. Builds and delivers solutions that meet customer expectations. Establishes and maintains effective customer relationships.*

### **Action orientated**

*Readily takes action on challenges without unnecessary planning. Identifies and seizes new opportunities. Display a can-do attitude in good and bad times. Steps up to handle tough issues.*

### **Collaborative**

*Works cooperatively with others across the organisation to achieve shared objectives. Represents own interests while being fair to others and their areas. Partners with others to get work done. Credits others for their contributions and accomplishments. Gains trust and support of others.*

### **Instils trust**

*Follows through on commitments. Is seen as direct and truthful. Keeps confidences. Practice what they preach. Shows consistency between words and action.*

### **Situational adaptability**

*Picks up on situational cues and adjusts in the moment. Readily adapts personal, interpersonal and leadership behaviour. Understands that different situations may call for different approaches. Can act differently depending on the circumstances.*

[Read more about our staff and board](#)

## Equality, diversity and inclusion

Equalities, diversity and inclusion is central to what we do. We aim to champion diversity across all areas by supporting artists and creative practitioners in the buildings we manage and support the communities in which they are based; in our recruitment and our people processes; in our Board representation, accessibility and communications.

## Our organisational structure

The Wasps Group has three entities, which are overseen by a joint Board/Directors:

- The Wasps Trust - formed in 1993 to create a portfolio of property assets, owned in trust for the Scottish arts community and operated to the benefit of current and future generations of artists and the wider public.
- Wasps Ltd - fully owned by Wasps Trust, and leases the spaces created by Wasps Trust, at affordable rents, to artists, arts charities and creative industries. It also runs an artistic programme which includes open studios, residencies and exhibitions, in partnership with artists, arts organisations and cultural agencies.
- Wasps Creative Industries CIC - fully owned by Wasps Ltd., has helped develop commercial workspace within the group with profits reinvested in Wasps Ltd.

[Read more about our organisational structure](#)



## What You Will Do

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The Lettings Manager provides complete end-to-end management of all lettings activity across the organisation – covering artist studios, offices for Creative Industries, commercial units and more.

The role is supported by five regional Property Managers, each responsible for the overall effective operation of their property cluster, a part-time Lettings Administrator to support with routine tasks and day-to-day coordination, and the Head of Property for direction and support with key strategic lets.

The role is very varied, and we would expect the candidate to make their own mark on how the lettings function operates, but the typical tasks that would be required are below:

### Leases / new tenants

- Manage the end-to-end process for all new leases, internal moves and departures.
- Manage and pro-actively follow up on enquiries/leads.
- Lead negotiation discussions with commercial tenants for new/renewed leases.
- Oversee the coordination of space viewings, studio keys and building inductions with the regional Property Managers or Tenant Reps in each building.
- Be the first point of contact for potential customers looking for space across our estate, offering solutions and providing clear and concise information.
- Work with our Finance Team to ensure leases, deposits and Direct Debit mandates are completed for incoming customers.
- Oversee the production of inventories and condition schedules by Property Managers.
- Liaise with third party agents where required for specific commercial spaces.
- Ensure that the on-boarding/off-boarding of tenants is being completed effectively, reviewing the procedure for this if necessary.

### External Marketing & Internal Communications

- Be the key liaison between the Property Team and the Marketing & Communications Team, contributing innovative solutions to the marketing of available spaces.
- Lead on information sharing across teams to support the reduction of voids, including keeping databases updated.
- Chair our internal Void Reduction Group, and coordinate/follow up on team actions.
- Maintain an awareness of market trends in commercial lettings.
- Manage ongoing competitor analysis and rent benchmarking.

### People

- Provide exceptional service to our customers and prospective customers.
- Provide effective line management to the part-time Lettings Administrator (this is a new role), including regular catch-ups, overseeing workload and performance, and using your expertise and industry knowledge to coach them in their role.
- Delegate workload to the Lettings Administrator as necessary.

## Data/reporting

- Ensure that our tenant CRM system is kept constantly up to date.
- Produce regular KPI reports and monitor trends against our organisational targets.
- Work with the Chief Operating Officer to improve data collection and insight, particularly on matters such as voids, leads/waiting list, leaver destinations etc.

## Systems/processes

- Work with the Head of Property and Chief Operating Officer to implement a new enquiries management system.
- Work with key staff to review the waiting list structure and management, to ensure that the process allows for quick turnaround of vacant studios.
- Review the current ways of working to ensure efficiency and the highest levels of customer service, taking the lead on delivering change.

## Other

- Work at all times with Health & Safety as your top priority.
- Work in line with our objectives and policies around EDI (Equality, Diversity and Inclusivity), and Net Zero.
- Other duties as required by Wasps' Senior Management Team.

## Person Specification

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Essential knowledge, skills and experience for this role are:

Required Experience	Essential	Desirable
Alignment with our core organisational values (see above)	✓	
Previous experience in a property/lettings environment	✓	
Experience of negotiating new leases, carrying out rent reviews and lease renewals	✓	
An understanding of marketing trends in commercial lettings	✓	
Experience in managing effective communication with diverse stakeholders	✓	
Highly proficient in use of Microsoft Office software	✓	
Highly organised and process-driven	✓	
Relevant qualification in lettings/property		✓
Prior experience of line management		✓
Experience of utilising databases/CRM systems		✓

## Key Information

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### Probation

The appointment is subject to the successful completion of an initial six month probationary period. The notice period for this role is one month.

### Hours

35 hours per week, Monday to Friday, with occasional evening and weekend work as required. No overtime is payable but time off in lieu is offered, in line with company policy. Flexible working can be considered, however our standard hours are 9am-5pm.

### Holidays

The holiday entitlement is 25 days per annum, increasing with length of service, plus 12 public holidays.

### Pension

The post holder will be auto enrolled into Wasps pension scheme. There is an employer contribution of 3% (subject to minimum employee contribution, currently 5%).

### Location

The position will be based at Wasps main office at The Briggait (141 Bridgegate, Glasgow, G1 5HZ), however work may involve travel to Wasps' studios across Scotland, as required by the Senior Management Team.

### Travel

Travel may be required within Scotland and the rest of the UK. The post holder will be reimbursed for reasonable expenses incurred on behalf of the organisation, including business travel.

### Sick pay

Wasps pays Statutory Sick Pay only during the first six months of employment. After this period, you will receive scaled Company Sick Pay in accordance with our company policy.

### Other Information

Staff have access to an Employee Assistance Programme.

### References

All offers of employment are subject to two satisfactory references, of which one should be your current/most recent employer.

### Right to work

Applicants must have the right to work in the UK.



## How to Apply

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### Apply for this vacancy online.

You will be required to upload a CV, provide a covering letter statement and details of two referees. Applications must be received no later than 1pm on Wednesday 10 July 2024.

Apply at: [waspsstudios.org.uk/jobs](https://waspsstudios.org.uk/jobs)

Please do not apply by email.

If you are not able to apply online, you can post the information required above to:

HR – Private & Confidential  
Wasps  
The Briggait, 141 Bridgegate,  
Glasgow, G1 5HZ

### Interviews

We plan to hold in-person interviews for this role on Wednesday 24 July 2024.

### Discussion about the role

If you have any questions or would like to talk to someone about the role or any aspect of the application, please send an email to:

David Illius, Head of Property  
[David.Illius@waspsstudios.org.uk](mailto:David.Illius@waspsstudios.org.uk)

### Equality, diversity and inclusion

Wasps is committed to equality, diversity, inclusion and a culture that values difference. We are passionate about providing the best possible experience for everyone. We welcome applications from candidates from all backgrounds and experiences, and particularly encourage applications from those backgrounds under-represented in our industry. The place of work is wheelchair accessible and we are happy to consider flexible working arrangements.

### Checks and References

All offers of employment are made subject to receipt of satisfactory references. Under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK.

### GDPR

By submitting your completed application form you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate. Personal data will be managed in compliance with the General Data Protection Regulation (GDPR).

To request this document in an alternative format, email [hr@waspsstudios.org.uk](mailto:hr@waspsstudios.org.uk) or phone 0141 553 5890.

The Briggait  
141 Bridgegate  
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G1 5HZ

[waspsstudios.org.uk](http://waspsstudios.org.uk)  
[info@waspsstudios.org.uk](mailto:info@waspsstudios.org.uk)

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The Wasps Trust is a charity registered in Scotland (SC022115). Workshop & Artists Studio Provision (Scotland) Limited is a charity registered in Scotland (SC001351). It is also a company limited by guarantee registered in Scotland (SC062117). Wasps Creative Industries C.I.C. is a community interest company registered in Scotland (SC383609). The registered office for the above 3 entities is: The Briggait, 141 Bridgegate, Glasgow, G1 5HZ.

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