

Job Description for Part-time Krowji Studio Manager

22.5 hours per week (0.6 FTE)

£25 – 27,000 per year pro rata (£15 - 16,200 per year)

Application deadline: Midday on Monday 18th April 2022

Interview date: Thursday 28th April 2022

Expected start date: June 2022

Our friendly and creative team is looking for a warm, enthusiastic and organised person who thrives on helping people and shares our passion for supporting the creative community in Cornwall.

Following a period of change for Krowji, future plans are now beginning to take shape and this marks an exciting time to join our team with the opportunity to further develop our studios offer.

Based at the Old Grammar School buildings in Redruth, Krowji is Cornwall's largest creative hub, dedicated to providing studios in a professional, supportive and inspiring environment for a diverse range of over 200 artists, makers, designers and creative businesses since 2005.

This role within our team

The Studio Manager is responsible to the Director and in order to support excellent communication will be based in the busy Krowji Reception office which is at the heart of the complex. It is a part-time position working 22.5 hours per week. There is a degree of flexibility to the hours but our preference is Mon-Fri 10am – 2.30pm so as to be available to tenants on a regular basis and help with Reception cover.

The core responsibility of this role is to manage the relationship with existing and potential studio tenants for Krowji with a view to maintaining high levels of occupancy and customer satisfaction. This will encompass promoting studio availability, managing the tenant



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

selection process and viewings, and ensuring a professional working environment for all workspace users.

The Studio Manager is line manager for the Administrator and will provide instruction to inform general tenancy administration as well as online marketing and publicity to promote studio availability and raise Krowji's profile. The team will work together to help run the biannual Open Studios events, with the Studio Manager acting as lead tenant liaison.

The Studio Manager will work closely with the Caretaker to inform site maintenance in response to tenant alerts, and to ensure health and safety regulations are well understood and followed.

The Studio Manager will meet regularly with the Creative Kernow Finance Administrator to ensure regular payments are being made by tenants, and to manage any arrears.

The Studio Manager will support the Director with a focus on providing up to date information on occupancy levels, demand, and feedback from current and prospective tenants to inform strategic planning and assist with evaluating Krowji's KPIs.

This job description is not an exhaustive list, it is an exciting and varied role and we will expect you to carry out any other activities which may reasonably be required in accordance with Krowji's needs. This means that you will need to be flexible and adaptable within your role.

Role Description: The key tasks are to:

- Be the main point of contact for all studio enquiries and viewings
- Manage studio applications and the waiting list
- Carry out an induction for all new tenants to ensure they are made fully aware of the terms of their sub-lease
- Manage the studio lettings spreadsheet and share monthly rent schedules with the Creative Kernow Finance Administrator for invoicing
- Manage rent arrears with information provided by the Creative Kernow Finance Administrator
- Assist the Director in carrying out annual rent reviews
- Act as line manager for the Krowji Administrator



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

- Act as the conduit between tenants and the Krowji Caretaker by sharing any site maintenance and health and safety issues reported
- Manage tenant support and Krowji community initiatives including leading tenant meetings
- Assist the Director with group tours
- Support the team with the running of Krowji's Biannual Open Studios events as lead tenant liaison
- Oversee the Krowji website which is edited and updated by the Administrator
- Share content with the Administrator to inform marketing and public messaging via e-newsletters and social media
- Assist the Director with general marketing and press enquiries
- Assist the Director with future redevelopment plans e.g. tenant consultation and public messaging
- Support the staff team with visitor and telephone enquiries to ensure a high quality customer experience
- Support the staff team with general administration / site maintenance tasks when needed e.g. deliveries, calling contractors, room bookings etc

In addition to the above, there will be opportunities to work alongside colleagues from the wider Creative Kernow team. For example, staff are encouraged to join one of a number of taskforces to contribute to the development of plans to improve areas such as sustainability, data impact and marketing within our organisation.

Person specification – key competencies:

We are particularly interested in your ability, experience and potential rather than your qualifications, so there are no formal minimum requirements.

Essential:

- Excellent interpersonal and customer service skills, including an effective telephone manner
- An ability to communicate well in person and digitally with a diverse range of people at all levels



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

- A positive and proactive approach with an ability to problem solve and use initiative
- Experience of managing staff
- IT skills and a comprehensive knowledge of Microsoft Office Word and Excel
- Working knowledge of social media including Instagram, Facebook and Twitter
- A completer finisher with strong organisational skills and attention to detail
- Ability to work as part of a small, close team as well as independently

Desirable:

- Experience of working with creative practitioners and knowledge of the creative industries
- Good written skills
- A relevant degree level qualification
- Driving Licence
- H&S/First Aid training
- Experience of editing Wordpress websites

Equal Opportunities

We welcome applications from all members of our communities and operate under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability, income, education, religious beliefs or cultural heritage.

Unfortunately this position is not suitable for a job share.

If you require this job description in another format, please let us know.

Organisational Structure

The Studio Manager will support and report to the Krowji Director and has line management responsibilities for the Krowji Administrator as well as working closely with our Caretaker who is responsible for the day-to-day site maintenance.

Please [click here](#) to view the Krowji Organogram



Supported using public funding by
ARTS COUNCIL ENGLAND

Krowji is a limited company with its own board of Directors. Krowji is also part of the wider [Creative Kernow](#) group and works closely with the other Creative Kernow teams, with ultimate responsibility resting with the Creative Kernow Board of Trustees.

Please [click here](#) to view the Creative Kernow Organogram

Key conditions of work

Contract

Permanent contract, subject to satisfactory completion of a 6 month probationary period. The employer is Krowji Ltd.

Pay

£25 – 27,000 per year pro rata depending on level of experience +3% pension scheme

Holidays

20 days annual leave per year pro rata plus statutory bank holidays plus additional days for long service

Hours

22.5 hours per week (0.6 FTE). The post may include occasional work outside of normal work hours e.g. for events or office cover. A TOIL system operates, rather than payment of overtime.

Place of work

Krowji, West Park, Redruth, TR15 3GE. The role will involve regular trips to Krowji's satellite site - The Yard, Falmouth Rd, Redruth TR15 2QX - and may also require occasional attendance at meetings and events elsewhere

Pension

Creative Kernow will automatically enrol you into The People's Pension if you are aged at least 22 but you are under State Pension age earning more than £10,000 a year (£833 per month).



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Krowji, West Park, Redruth, Cornwall, TR15 3GE
t.01209 313200 w.krowji.org.uk e.info@krowji.org.uk

If you are eligible to join, you will be required to pay 5% of your salary and Creative Kernow will contribute 3%. You can subsequently opt out if you wish. More details about the scheme are available on request.

Policies

Creative Kernow has an extensive range of policies contained in the Staff Handbook and these form part of the post's terms and conditions.

Please complete and submit the application form and [equality monitoring form](#) by email only to info@krowji.org.uk by midday on Monday 18th April 2022.



Supported using public funding by
**ARTS COUNCIL
ENGLAND**