

Studios General Manager

Job Description

Great Western Studios is a busy and fast paced environment of over 100 studios, and the service and facilities we offer is what makes the Occupiers choose to base their businesses here. The role of Studios General Manager is a varied one, but extremely rewarding when you witness the excellent results and great feedback from our customers.

Responsibilities

Sales and Marketing

- Promptly respond to all incoming sales enquiries and arrange viewings;
- Confidentially carry out viewings on available Studio spaces, highlighting the benefits of the Studios and all additional services;
- Proactively manage the pipeline of interest to ensure high occupancy levels at all times;
- Assist in the coordination and attend occupier and clients events;

Customer Service

- Build strong relationships with the occupiers and keep abreast with their future plans to assist at the time of renewals;
- Deliver exceptional customer service at all levels to all clients, suppliers and studio holders;
- Deal with any escalated issues;

Staff

- Manage and motivate the on-site team on a day to day basis;
- Approve holiday requests and ensure sufficient cover at all times;
- Carry out annual appraisals and regular reviews for the 4 members of the team.

Administration and Finance

- Run weekly and monthly reports;
- Maintain and manage all studio holder's records;
- Complete lease and licence agreement templates, for new and existing studio holders, within set timeframe;
- Provide accounts with weekly and monthly charges;
- Liaise with the accounts team to approve charge raising and direct debit runs;
- Liaise closely with the accounts team to report monthly to the client;
- Sense check the accountant's tenancy schedules from an on-site knowledge perspective;
- Approve supplier invoices and work within a set budget.

Operations

- Oversee studio holders moving in and out of the building ensuring suitable return of the Studios at the end of tenancies and full inductions for new studio holders;
- Keep the operational procedure manual and studio holders' handbooks up to date at all times;
- Run the continuous improvement strategy, looking for areas for improvements, creating business cases and implementing;

- Liaise with FM team and oversee on-site staff to ensure day-to-day running of the building facilities.

Person Specification

Qualities

- Enthusiastic, determined and passionate;
- Well-presented and professional appearance;
- Hands on approach
- Self-motivated and a can-do attitude.

Skills and experience

- Excellent Customer Service skills;
- Ability to motivate and manage a team;
- Experience of selling a product or service;
- Capable of making decisions and acting on own initiative;
- Excellent organisational and time management, able to meet tight deadlines and respond in a timely manner;
- Business acumen;
- Attention to detail and ability to multi-task;
- Excellent interpersonal and communication skills able to effectively communicate at all levels;
- Excellent IT skills, in particular Microsoft Outlook, Word and Excel.

Although the skills and experience are desirable, it is not all essential to be considered for this role. We are looking for the right person with the right attitude to run this sought-after Studios.

This is a full-time position working 40 hours per week, Monday to Friday 09.00am to 18.00pm.

**To apply for this position, please send a CV and covering letter to:
Nikki Brennan, HR Manager at HR@ashdownphillips.com**