

# Meanwhile Space

www.meanwhilespace.com



**Role:** Workspace Assistant

**Reporting to:** Project Manager

**Location:** Hybrid working : Meanwhile Space office, SE16 7JA / Live project sites (various) / remote-working

**Salary:** £24,000/year

## About Meanwhile Space

Meanwhile Space is a pioneering organisation that has defined and developed the concept of meanwhile use as a powerful and positive force for community focused development and urban regeneration across the UK since 2009.

Meanwhile Space unlocks underused space for the benefit of community cohesion, placemaking and enterprise. We find ways to transform formerly wasted, dilapidated, often challenging buildings or spaces into useful sites for social gain. Underpinning our bold work is a commitment to delivering solutions that are valued by both their neighbourhoods and stakeholders.

Find out more about our work at:

Instagram: @meanwhile\_space

Website: <https://www.meanwhilespace.com/>

## Our Work

For over 15 years we have worked with local people to set up and operate over 242,000 ft<sup>2</sup> of space across London and the UK. These spaces have accommodated over 940 different uses and users, from local societies, groups and gardeners to start-up businesses, cafés, makers and traders. Our design approach prioritises intensive on-the-ground collaboration to nurture ideas and provide start up business owners with the space and opportunity they need to grow enterprise and skills.

Currently, we have more than 9 live sites across UK with projects including Blue House Yard, a creative and incubator retail space with a comedy club bus in Wood Green; We Are Super, mixed-use workspace in a shopping centre in Weston-super-Mare; and Ebury Edge, a studio, retail and events space in Westminster.

Alongside our live project sites, a core part of our work is the delivery of consultancy services. We specialise in meanwhile strategies, town centre activation and community capacity building. We regularly work in an advisory capacity to support public and private sector partners in the development of meanwhile schemes offer clear social value.

## The Team

Our forward-thinking and creative organisation is made up of 21 employees, split across three core teams – Projects, Workspace and Operations. As a team of thought of leaders, strategic thinkers,

and operational specialists, we have enabled and managed hundreds of inclusive placemaking projects across the UK. As a Workspace Assistant you will be working within the workspace team alongside community co-ordinators and workspace delivery specialists and in collaboration with the facilities team.

Our organisation thrives on a culture of independence, trust and agility. We are design-led risk takers who love to adapt and move fast and use our experience and expertise to bring ideas to life. We are all driven by our passion for the work we do to enhance and help the communities around us. *Meanwhile Space's core values include:*

We like to try new ways of doing things.

We are prepared to be bold and take risks.

We are able to adapt our approach quickly.

We are up for the challenge.

## **The Opportunity**

We are looking for a new Workspace Assistant to join our team. You will be supporting Workspace team colleagues to create and nurture effective and positive relationships with our existing and growing tenant community across our 9+ live sites across London. You will ensure that our tenants are supported, welcomed, and heard during their tenancy, and be the first point of contact for new businesses interested in renting from us. You will support colleagues with event planning and delivery, as a way to engage current and prospective tenants. No two days will be the same in this hands-on and varied role, it will suit someone who is organised and creative with strong interpersonal skills.

This is a fantastic entry level role into our organisation that will provide the bedrock of experience needed to progress through the team. You will be working across current project sites as well as in our office, often traveling to multiple locations to assist with needs of live projects and their tenant community.

The role will suit someone who has a keen interest in, community- led development, urban regeneration and designing for social gain. You can expect to learn a vast amount about our industry and will receive regular mentoring to support you in your career development.

## **The role**

- Assisting in the day-to-day management of our existing portfolio of sites and tenant community. Working on location across London on average 50% of the week, responding to the demands of multiple projects and building relationships with current tenants and communities.

- Working with the Workspace team colleagues to deliver the objectives of current operational sites, including:
  - Attending allocated sites across London, regularly meeting with existing tenants, and managing issues alongside colleagues
  - Supporting with the promotion and marketing of new spaces, including programming viewings and follow up calls with prospective tenants
  - Onboard new tenants on site, ensuring they are in receipt of the tenant handbook, are briefed on code of conduct and have had H&S briefing.
  - Working with colleagues to answer tenant and event enquiries, document and resolve problems as required.
  - Coordinating with the Facilities team to respond to maintenance issues in a timely manner, ensuring tenants are kept up to date and expectations are managed
  - Assisting in the coordination and delivery of workshops and community engagement events, as directed
  - Generate digital content for social media accounts and websites
- Supporting the projects team to deliver the objectives of project design and delivery.
- Maintaining efficient and effective administrative systems, including Salesforce CRM, online filing and record keeping.
- Supporting the Operations team in the collection of sales and expenditure information, business rates invoices, service providers' invoices and receipts.
- Documenting and assisting in the evaluation of projects, including collection of impact assessment data and applications for recognition awards, as directed.
- Being the point of contact for general enquiries and respond to requests for information from tenants, members of the public and others.
- Building relationships with occupiers and promoting a collaborative community environment across sites and partners

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation, in line with the vision, mission and values of Meanwhile Space.

### **What you'll bring to the role**

- A passion for social enterprise and community-led projects
- Experience of working in a customer-facing environment
- Excellent communication and problem-solving skills
- Enthusiasm and professionalism
- Superb organisational skills, with an ability to get tasks done whilst juggling multiple projects

- Excellent judgement when creating content for social media
- Some experience in PR, communications, social media and/or marketing welcomed
- Good IT competence, Microsoft Office suite
- Plenty of initiative
- Natural team playing approach to work, happy to help
- Previous experience in a workspace or coworking environment is desirable but not essential

### **What you'll get from Meanwhile Space...**

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- A very positive and cultivating working culture
- Care and investment in your career at Meanwhile Space and how you progress
- Specific project management role mentoring
- Autonomy over your work, and independence
- The chance to make a real impact on the society you live in and bring huge benefits to wider communities
- Flexible working pattern - with a hybrid of office, on-site and remote working
- Working in our amazing 'The Hithe' shared office space, with hot desking & full facilities
- 22 days holidays + bank holidays, increasing by 1 day for each year with the company
- Additional day off for your birthday
- Employee Assistance Programme
- Bike to work scheme
- Monthly team-building lunches
- Well-being program built to support you in the workplace

Meanwhile Space is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or sexual orientation.