

We are a global design leader ranked within the UK Top 20 and within the Global Top 100 of architectural practices. With our Head Office in London, we have studios across the UK and internationally in New York, Singapore and Amsterdam.

Our people are the foundation of our culture: tightly knit and incredibly welcoming. We nurture our staff and encourage their creative and entrepreneurial spirit. We set high standards for ourselves and our teams work collaboratively to achieve the best, and have the determination and drive to do things better. We like to push ourselves, creatively, in business and as a team. We listen and explore every angle with our clients so that we make the creative journey an enjoyable one for all.

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## **STUDIO CO-ORDINATOR / ASSISTANT TO DIRECTORS**

### **Your role**

- Reporting to the Head of Studio Support, you will be responsible for ensuring an efficient and effective front of house service to both visitors and staff, ensuring the smooth running of the studio.
- You will work closely with the Head of Studio Support and Studio Principal to resolve any reactive maintenance issues of the premises.
- The role involves working closely with the Studio Support team to ensure planned maintenance and contracts are in place and carried out, along with the supporting documentation for our ISO 14001 accreditation.
- You will provide ad-hoc administrative assistance to the Guildford Directors and all associated team members, along with the Studio Support team, sharing work as necessary, to provide seamless support to the business.

### **What you will do – Studio Coordinator**

- Welcoming guests and staff. Ensure signing in book used by visitors, and separate sign in sheet for contractors.
- Monitor consumables for the Guildford studio, and order as required.
- Managing incoming and outgoing post/ receiving deliveries.
- Supporting/running discrete projects – e.g. office moves and keeping studio seating plan up to date, liaising with the Tech Team for any technology requests.
- Making sure that the car park schedule is kept up to date and to make sure reservations for Directors and visitors are made.
- Management of building services including Water, Electricity, Lighting, Heating/cooling system. Keep the PPM up to date and quickly deal with any premises reactive work for the studio, following the purchase order process as necessary.
- Instigate and manage procedures and documentation of office services. Keeping an up to date record of all work carried out within the office management folder.
- Manage appropriate waste management, recycling and documentation to meet the requirements of current legislation and ISO 140001 accreditation.
- Making sure that the cost for the studio is kept within budget and to attend a monthly meeting with Head of Studio Support and Studio principals.
- Appointment and management of appropriate contractors and engineers to maintain/refurbish the studio premises to current legal standards.
- Manage heating and air conditioning, responding to peaks and troughs as appropriate.
- Weekly fire bell test, recording of results and liaising with Fire Wardens for 6 monthly tests.
- Communicate to staff on a regular basis, keeping them up to date with any changes to the office as well as Daily communication of office coffee and food van arrival.
- Solving and dealing with any reactive work in the studio should they arise within a fast paced work environment.
- Working with the architects to ensure that we are working towards our WELL accreditation for the overall wellbeing of those in the studio as well as reducing our environmental impact.

- Maintain appropriate procedure to ensure the security of the studio equipment, staff and premises. Lease with the studio principal, security management and CCTV company when needed for example; weekend work and lone working.
- Responsible for storage and displays of the office in response to team requirements, keeping the office organised as possible.
- Select and manage cleaning contractors to maintain cleanliness and appearance of the studio
- Oversee the smooth operation of the print room, informing the technical team if an engineer needs to be called on site.
- Carry out premises inductions for new starters and ensuring all equipment is returned for leavers.
- Flushing water points at a regular basis keeping a record of this to contribute to our prevention of legionella.

**What you will do – Assistant to Directors and project team support**

- Provide refreshments for any studio meetings (including ordering lunch where required).
- Extensive contact with clients, consultants and contractors, maintaining contacts and project directories on company information database as required.
- Managing and ensuring the credit card expenses are processed for Directors monthly.
- Printing and binding documents for Directors and team as required
- Ordering couriers as required.
- Assisting with phone cover for all studios as and when required.
- Arranging internal and external meetings in the office or outside of the office.
- Any other duties that are consistent with your job role that may be required.

**Drive for Results**

Work hard to deliver objectives; respond to instructions; meet deadlines; act on feedback.

**Client Focus**

See the client's needs as a priority; identify how work in your own area helps to meet client expectations.

**Concern for Quality**

Show concern for quality and order; keen to deliver work as instructed; apply knowledge of the correct way of doing things.

**Teamwork**

Participate willingly in the team; doing own fair share of work; act in accordance with the team's objectives and goals; support others to deliver.

**Interpersonal effectiveness**

Take time to listen; understand either the content or emotion of the message; draw basic conclusions about an individual's state from visual and verbal clues; makes formal and informal contacts at work.

**Agility and adaptability**

Are aware of general need to change and adapt; listen to ideas; attempts to understand innovations as they appear.

**Your skills**

- Good working knowledge of Word, Excel, Outlook and PowerPoint.
- Good and accurate typing speed.
- Able to work with web based collaboration tool.
- Able to maintain confidentiality.
- Highly organised and efficient with attention to detail.
- Excellent communication skills.

**Your qualifications and experience**

- Previous Assistant / Secretarial experience.
- Experience of working in an architects practice or similar industry would be an advantage.