



## Job Title: Operations Manager

£30,000 - £40,000 (Starting salary depending on experience)

### About Bootstrap

Bootstrap Company is a charitable social enterprise based in Dalston, Hackney. Bootstrap's mission is to manage affordable workspace for enterprise, creativity and culture. Bootstrap manages 3 buildings with over 60,000 sq. ft. of workspace and home to over 300 creative businesses, social enterprises and charities. Secondly, Bootstrap provides support for the tenant community to become socially enterprising and grow. Thirdly, Bootstrap increases people's skills and access to fulfilling employment by running enterprise and employability training. Lastly, Bootstrap run exciting and diverse events to create, connect and have fun. We have created and manage Dalston Roof Park, Bootyard and a WW2 bunker.

### Job Overview

To manage the lettings and tenant relationships which are at the core of Bootstrap's mission. Steer the tenant mix across all Bootstrap workspaces to ensure Bootstrap hits it's social and financial targets. Responsibility for line management of the front of house team and to be a member of the management team and deputise for the CEO. The role will work very closely with the CEO to deliver Bootstrap's 5 year business plan.

### POSITION IN ORGANISATION

**Reports To:** CEO  
**Responsible For:** Office Co-Ordinator, Reception.  
**Budget Responsibilities:** Rent, Service Charge

### DUTIES AND KEY RESPONSIBILITIES

#### Lettings & Sales

- Responsible for ensuring the Bootstrap workspaces are fully let.
- Responding to the needs of the Bootstrap tenant community, to ensure customer satisfaction.
- Strategic approach to lettings to manage the tenant mix firstly, between social enterprises, creative enterprises and charities. And secondly between startup enterprises and established enterprises.

#### Design & Refurbishment

- Working with the facilities manager to ensure that space is used in a creative and efficient manner.
- Project manage capital works projects e.g. Bootyard, refurbishment plans

#### Social Impact

- Cultivate the social networks amongst the Bootstrap community for creativity & collaboration
- Report on the social impact for Bootstrap workspace.
- Design and implement a strategy for improving the social impact of Bootstrap workspaces.

### Systems

- A systems approach to delivery, and internal management processes.
- Improving processes between Bootstrap, tenants and stakeholders.

### Financial

- Managing the budget for workspace rental contracts.
- Have an excellent understanding of budget management, forecasting and ensuring value for money.

## PERSON SPECIFICATION

| <b>Knowledge &amp; Skills</b>  |           |
|--|-----------|
| Enthusiasm & passion for social enterprise and Bootstraps mission                    | Essential |
| Strong customer facing and sales skills  | Essential |
| Creative and practical approach to problem solving                                   | Essential |
| Good people skills and excellent judge of character                                  | Essential |
| Excellent verbal and written communication skills                                    | Essential |
| Empathy with team members, tenants and the wider community                           | Essential |
| Strong IT skills (Microsoft office), database management and social media skills     | Essential |
| Entrepreneurial spirit   | Essential |
| Numerate and confident to prepare and analyse financial data, budget & forecasts.    | Essential |
| Basic knowledge of Health & Safety and risk management                               | Essential |
| Ability to manage a varied workload with a good sense of humour                      | Essential |
|  |           |
| <b>Experience</b>  |           |
| Project management experience  | Essential |
| Business administration and systems development                                      | Essential |
| Managing teams   | Essential |
| A proactive, customer focused approach to work that delivers results                 | Essential |
| Charity / Social Enterprise experience   | Desirable |
| Workspace experience   | Desirable |
| Understanding of regeneration and community issues in London and Hackney             | Desirable |
| Ability to understand and communicate spatial design i.e. interior or architectural  | Desirable |
| Real estate pricing, sales and letting and knowledge of East London workspace market | Desirable |
|  |           |
| <b>Values</b>  |           |
| Commitment to deliver Bootstrap's mission.   | Essential |
| Commitment to equality of opportunity  | Essential |

### How to apply?

Please send a cover letter and CV to [sara@bootstrapcompany.co.uk](mailto:sara@bootstrapcompany.co.uk) by 5pm Thursday 21<sup>st</sup> January 2016. First round Interviews will be held in the weeks starting 25<sup>th</sup> January and 1<sup>st</sup> February.

[Please read the Bootstrap Review 2014/15 for more information on Bootstrap.](#)