11/11/2026

Administration and Operations Coordinator

Role:	Full-time, permanent, with 3-month probationary period
Hours:	09:30 – 17:30, with occasional out-of-hours work required
Based at:	Yorkshire Artspace, Sheffield
Responsible to:	Director
Salary:	£31,850 p.a.
Works closely with:	Studio Community and Finance Manager, Programme team, BTG Eddisons (external building management agent), contractors, property agents, tenants

Purpose of the Job

You will act as Yorkshire Artspace's key point of liaison with BTG Eddisons, our external building management agent, coordinating the day-to-day operational running of Yorkshire Artspace's two multi-occupancy studio buildings (approximately 165-170 artist tenants) and ensuring they are safe, well-maintained and smoothly run, while also providing administrative and executive support to the Director.

Working closely with the Studio Community and Finance Manager, who leads tenant relationships, and with BTG Eddisons, who deliver day-to-day facilities management under contract, you will take ownership of premises coordination, compliance oversight, contractor liaison and office systems — freeing the Director and Studio Community and Finance Manager to focus on strategic leadership, financial oversight and tenant relationships.

Essential

- Strong coordination and vendor/contract management skills, confident holding an external facilities management agent to account, or clear aptitude and willingness to develop this.
- Excellent administrative, IT and organisational skills.
- Confidence liaising with tenants, contractors, suppliers and visitors.
- Ability to work on own initiative, manage competing priorities and respond calmly to operational issues across multiple sites.

Desirable

- Minimum two years' background in facilities or contract coordination, property/letting agent liaison, or contractor management.
- Experience within a busy arts organisation, studio provider or property/facilities environment.
- Knowledge of Microsoft 365, social media platforms and website content management.

Main Responsibilities

Premises Operations & Facilities Liaison (lead responsibility)

- Take day-to-day ownership of coordinating the operation and maintenance of both studio buildings, ensuring communal areas are well managed.
- Act as Yorkshire Artspace's key liaison with BTG Eddisons, ensuring facilities management services — cleaning, repairs, fire safety, security, access systems, lifts, gates, utilities, solar panels and general building maintenance — are delivered to the standard required, escalating and following up as needed.
- Monitor premises maintenance schedules and compliance logs held by BTG Eddisons (fire, electrical, Health & Safety testing, etc.), flagging upcoming actions to the Director and Studio Community and Finance Manager.
- Act as Yorkshire Artspace's first point of contact on site for contractors, property agents and suppliers on operational and premises matters, working alongside BTG Eddisons and coordinating their access to site.
- Coordinate site visits, surveys, inspections and maintenance works arranged by BTG Eddisons or Yorkshire Artspace, liaising with tenants on access arrangements and notices.
- Maintain Yorkshire Artspace's own building records, maintenance logs and operational archive, working alongside records held by BTG Eddisons.
- Act as an Incident Controller during duty periods and as part of the on-call rota; act as site First Aider; maintain up-to-date records of staff Health & Safety training.

IT & Digital Systems

- Coordinate day-to-day IT, phone, broadband and digital systems support, liaising with technical support providers.
- Assist with software and hardware set-up and help maintain domain names and email addresses.

Front of House & Practical Tenant Support

- Answer the telephone and front door, greeting tenants, contractors and visitors, and providing refreshments for larger visits, meetings and events.
- Support studio lettings administration alongside the Studio Community and Finance Manager, including enquiries, viewings and move-in/move-out logistics.
- Prepare post, deliveries, keys, access fobs and other practical items connected with running the buildings.
- Maintain and order supplies across the studio buildings, including cleaning products, office and kitchen supplies, furniture, signage and operational materials.

Finance & Administration Support

- Provide transactional support to the Studio Community and Finance Manager, including purchase orders, invoice processing, supplier records and filing.
- Assist with monthly accounts administration as required.
- Maintain accurate contractor and supplier records.

Executive Support to the Director

- Provide general administrative and PA support to the Director, including diary management, arranging meetings, preparing agendas, taking notes and following up actions.
- Prepare documents, schedules, reports and presentation materials for internal planning and external stakeholders.

- Coordinate scheduling and papers for Board meetings and the AGM, distributing papers in advance alongside the Studio Community and Finance Manager.
- Handle correspondence and filing for the Director.

Digital & Communications Support

- Update the website where required for premises-related information, such as studio availability and practical or access information.
- Support digital communications and newsletters relating to building operations and the tenant community as required.
- Proof, copy-edit and format documents, notices and communications.

Other Responsibilities

- Maintain accurate tenant, contractor, supplier and building records, ensuring key information is organised and easy to access.
- Undertake other reasonable duties in line with the purpose of the role.

Job activities may vary and evolve over time to meet business needs. The Board reserves the right to make reasonable changes to this description from time to time in accordance with continuing business development.