

PECKHAM LEVELS

LETTINGS AND MEMBERSHIP MANAGER JOB DESCRIPTION

Salary:	£35,000 – £40,000 (depending on experience)
Terms:	Permanent contract (please note there will be a probationary period of 3 months)
Hours:	40 hours per week
Place of work:	Peckham Levels, 95a Rye Lane, SE15 4ST
Benefits:	Discounts at Peckham Levels on food and drink Complimentary tickets to Peckham Levels performances
Reports to:	General Manager

ABOUT PECKHAM LEVELS

“Everything you need under one roof” *Evening Standard*

Peckham Levels exists to shape the future of culture in London, creating space for arts, enterprise and community action. Occupying a former multi-story carpark on Rye Lane, since 2017 we have built a home for artists, entrepreneurs and the people of Peckham.

Our eclectic public events programme features exciting grassroots performers and artists in music, theatre, dance, comedy, the visual arts and beyond. We are at the centre of our community, reaching thousands of local people every year through programmes offering space and support to organisations from Peckham and South East London. We offer discounts on tickets, food and drink to anyone who lives, works or studies in SE15, plus those 25 and under and school groups.

Alongside our public arts programme we are home to hundreds of local businesses and community organisations, who operate out of our building. We offer co-working space for individuals, supported studio rents for social enterprises, larger office units for established businesses, and free use of all our public spaces to local organisations so that we can help create the conditions for successful business and community action in our neighbourhood.

BACKGROUND TO THIS ROLE

The Lettings and Membership Manager is at the heart of the organisation. You will help to fill our building with arts, enterprise and community action by overseeing the lettings and management of all our rented spaces at Peckham Levels.

You will collaborate with our Marketing team to create sales packs; work with Finance and Legal colleagues to draft budgets, leases and agreements; coordinate with Maintenance colleagues to ensure a smooth experience for our Members (we refer to our tenants as Members); and connect with our Hospitality and Arts teams to integrate our Members into the public programme. Through this you will be involved in every aspect of our business, making sure we deliver on our mission to help create a neighbourhood with easy access to the arts, an integrated network of businesses, and a trustworthy space for community action, so that Peckham will be an even better place to live, work and visit.

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KEY RESPONSIBILITIES

Lead Generation:

- Create compelling sales packs for each unit type, collaborating with the Marketing and Communications Manager to create an effective advertising plan;
- Manage incoming leads, actively seek new business opportunities, and build relationships with commercial partners;
- Explore community outreach and third-party estate agent relationships.

Lettings Process:

- Draft all legal documents for lettings and maintain updated templates;
- Oversee renewals, re-grants, and manage surrender or breach of lease processes;
- Act as the key point of contact for commercial-related Member inquiries;
- Collaborate with the Venue Support Manager on building or fit-out works;
- Optimise storage space lettings in the building;
- Conduct all necessary viewings in-person.

Document & Information Management:

- Keep occupancy logs accurate and up-to-date;
- Work with the finance team on business rates and Community Charge allocation;
- Liaise with the VOA and local authority to maintain an accurate and up-to-date database of business rates in the building;
- Ensure all documentation is prepared, signed, and organised appropriately;
- Look for continual improvement opportunities in the Member experience;
- Facilitate a smooth check-in and check-out process for Members;
- Ensure all lettings at Peckham Levels endeavour to meet the project's Service Level Agreement requirements (i.e. regarding locality demographics, supported spaces, etc.)
- Input necessary information for quarterly reports.

Financial:

- Work with the finance team to ensure correct invoicing and payment processes;
- Review and revise prices considering local competitor pricing and budget targets;
- Manage and report on commercial lettings budget monthly.

General Duties:

- Host regular meetings with key stakeholders, including but not limited to Southwark Council, investors in the site, and the project's Steering Group;
- Attend team meetings to update on Lettings and Membership activity;
- Attend relevant meetings and external events related to the role;
- Fulfil any reasonably requested additional duties.

Membership Operations:

- Coordinate with Venue Support Manager for seamless execution of Membership-related works;
- Act as the key point of contact and liaison between the Membership base and Peckham Levels' team;
- Ensure a smooth experience for Members at Peckham Levels;
- Manage communications for clarity and consistency across all channels;
- Organise monthly Members socials, and weekly Members surgeries;
- Organise and lead the Peckham Levels Members Representative Committee which meets monthly in advance of quarterly Steering Group meetings.

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PERSON SPECIFICATION

Essential

- Proven experience in overseeing commercial lettings, preferably in a dynamic and multifaceted environment;
- Strong understanding of legal processes related to property leasing and management;
- Exceptional communication skills, both written and verbal, for effective collaboration with team members and stakeholders.

Desirable

- Familiarity with property law and experience working with legal counsel;
- Knowledge of the local market and competitor pricing;
- Experience in membership management and delivering a seamless customer experience;
- Ability to contribute creative ideas for enhancing member engagement and community cohesion.

EQUITY, DIVERSITY & INCLUSIVITY

We want to create and sustain a productive, diverse and inclusive working environment, reflecting the communities and audiences that we are part of; we ask everyone who works with us to champion this ambition and embed it in their day-to-day work.

TO APPLY

Send a cover letter of no more than 500 words, along with your CV with the subject line: Lettings and Membership Manager – Peckham Levels to hawa@peckhamlevels.org

Give us an overview of why you wish to join the team and how your experience makes you the perfect candidate for the role. We will review all CVs on a rolling basis before inviting those selected to interview. There will be an initial phone screening, before progressing to an on-site interview with a task.

APPLICATION PROCESS

1. Informal phone conversation
2. Interview with a task