



BUSINESS SUPPORT MANAGER

Reports to Operations Director

Hours Full time (40 hours per week / 5 days)

Location SWG3 Office, Glasgow

Salary £33k - £36k

About SWG3

SWG3 is one of Scotland's leading independent venues – a place where creativity, community and commerce collide. What began as a group of artists' studios in a derelict warehouse has now evolved into one of Europe's most credible and loved multi-discipline arts venues; a collection of atmospheric spaces alive with art, design, music, fashion, food, shopping and nightlife.

Everyone knows SWG3 for a different reason, in a slightly different way. Sweaty gigs, pulsing club nights, experimental arts performances, global brand activations, fashion shows, a studio space – the variety of what goes on here is unparalleled in the city. And, through our exciting and ambitious Masterplan, the company is continuing to grow and evolve in even more ways, becoming a major cultural destination and tourist attraction for Scotland.

About this role

We're looking for a driven Business Support Manager to play a key role at SWG3, ensuring the smooth operation of our office and providing essential support to teams across various departments.

A master of organisation and process, you will take the lead in streamlining systems and procedures, consistently driving operational efficiency. With your proactive, tech-savvy approach, you'll spearhead IT support efforts, introduce innovative systems, and ensure smooth workflows across the business.

As a versatile all-rounder, you will foster strong relationships within the SWG3 team and also our creative community, ensuring every visitor and resident has a positive and memorable experience.



BUSINESS SUPPORT MANAGER

Key responsibilities

Front of House

- Manage daily operations as the point of contact after Front of House (FOH), handling main switchboard calls and liaising with contractors, residents, and visitors
- Line manage the Front of House post (currently one position)
- Oversee film and photo shoot bookings, ensuring smooth coordination and execution
- Ensure compliance and support of fire warden, H&S and building security duties and responsibilities

Office Administration and Management

- Take full ownership of the SWG3 offices and main reception area, ensuring a safe, well-organised and welcoming environment
- Oversee the organisation's shared mailboxes (e.g., info, HR, access, and Front of House)
- Manage administrative tasks, including taking meeting minutes, handling internal communications, and supporting interactions with the SWG3 Community
- Maintain the office diary and ensure all events, meetings, and activities are appropriately scheduled
- Update and manage organisational distribution lists

HR, Recruitment, and Onboarding

- Assist with the recruitment process for upcoming positions
- Support the onboarding process, ensuring new hires are properly set up with the necessary tools and resources
- Help with HR tasks, such as tracking annual leave requests

Software Implementation and Maintenance

- Manage cloud-based services, particularly SharePoint, ensuring data is well-organized, accessible, and secure, liaising with the tech support company
- Oversee the installation, configuration, and regular updates of new software systems, ensuring smooth integration and resolving any technical issues
- Identify and implement new technology solutions (e.g., AI tools) to improve operational efficiency across the business

Supporting the Creative Community

- Lead on the leasing process for the archways, artists' studios, and design studio, including managing of waiting lists
- Develop and maintain positive relationships with our creative community, providing support for their needs and fostering a collaborative environment
- Manage and maintain contracts, ensuring compliance with relevant terms and conditions
- Oversee diary management for various meetings, ensuring minutes and actions are recorded as needed



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Skills, knowledge and experience

- Excellent written and verbal communication skills, with strong interpersonal skills and the ability to collaborate effectively
- Exceptional planning and organisational skills, with the ability to efficiently schedule and prioritise to meet deadlines across all areas of the business
- Strong problem-solving and decision-making abilities, with the capacity to adapt to changing circumstances and environments
- Proficient in IT, including Microsoft 365, and the ability to quickly learn and manage new software systems
- Experience with the installation, implementation, and maintenance of new systems
- Previous experience with Artifax (or similar event management software) is advantageous

Hours and location

This is a full-time role of 40 hours per week. Whilst our office hours are 10am - 6pm, Monday to Friday, due to the dynamic nature of the business, there may be occasional requirements for alternative working patterns or flexible hours.

How to apply

Please submit the following to hr@swg3.tv by **Monday 21st April**:

- covering letter (no more than one side of A4)
- CV

If you have any questions regarding this position, please email hr@swg3.tv