

make

www.makearchitects.com
info@makearchitects.com
[@makearchitects](https://www.instagram.com/makearchitects)

Studio and Project Assistant

Hong Kong Studio

Make is a studio of highly creative and talented architects and designers who have acquired considerable professional experience designing advanced, complex and iconic buildings. We have studios in Hong Kong, Sydney and London, where our head office is located. We are looking for a Studio and Project Assistant for the Hong Kong studio who will support the office of six people currently.

We're an equal opportunities employer committed to creating an open and egalitarian working environment. We've been listed in the Sunday Times 'Best Small Companies to Work For' ranking for three consecutive years.

The role of Studio and Project Assistant is key to the smooth running of the Hong Kong Studio, and will require someone who is willing to get stuck in and be proactive and flexible in their approach.

It is essential that the Hong Kong Studio is aligned to the 'Make way'. In order to achieve this, a strong relationship with the team in London will be essential.

The below list of key tasks and responsibilities is not exhaustive.

Studio responsibilities

- Answering the main phone line and passing on messages where appropriate.
- Arranging mailings and couriers, ensuring a smooth service.
- Organising studio CPDs, internally and externally.
- Organising social events with the team.
- Managing expenditure and collecting of receipts etc.
- Ensuring all supplies, stationery, consumables, paper etc are always in stock.
- Booking travel and accommodation for Hong Kong Partners who are travelling or Partners coming to Hong Kong on a business trip.
- Ensuring the studio is tidy and organised at all times.
- Arranging external meeting space if and when required.

Project Assistant responsibilities:

- Translating documents and occasional meetings/conversations from Mandarin to English and English to Mandarin.
- Writing and preparing project meeting minutes – this may involve attendance at meetings.
- Assisting with the preparation of presentations.

- Preparing construction site reports when necessary.
- Thorough liaison with the Make Communications and Graphics team (in London) keep the Hong Kong studio brochures and PR materials up to date. This will also require organising printing and ensuring copies are in stock in the studio.
- Working with the Make Communications team to assist with the PR strategy, which may include liaising with our PR agency in Hong Kong and organising events.
- Ensuring the image library, client database and key facts for projects are accurate and up to date.
- Assisting with the coordination of photography of projects.
- Running the Hong Kong Studio's social media accounts day to day, feeding back to the Make Communications team in London.
- Coordinating attendance at networking events and opportunities.

External/third-party relationship management:

- Managing the relationships with relevant building managers/landlord to ensure the smooth operational management of the studio.
- Keeping aware of fire safety and health and safety procedures, and ensuring these are implemented as necessary.
- Dealing with any issues within the studio and, where necessary, escalating and following up to ensure resolution.
- Ensuring all supplies (eg stationery) are in line with the quality and type used throughout the Make studios.
- Managing the relationship with external printers, and ensuring materials are in stock and machines are in good working order.
- Ensuring consumables such as water, tea, coffee milk, loo roll etc are in stock and available when meetings are taking place.
- Developing other third-party relationships as required (such as those for printing, maintenance of the building, deep cleaning etc).

Information systems:

- Ensuring all the information is up to date for all Hong Kong projects. This involves using **Deltek**, where all project information – including billing information, timesheets and expenses – is stored. It is also used as Make's client database.
- Ensuring the holiday calendar and Deltek are kept up to date with everyone's holiday.
- Acting as the contact for information relating to projects in Hong Kong for the Communications team in London.
- Ensuring that for any appropriate) new contact made by a partner, the contact details are registered in the system with as much information as possible. Ensuring all existing contacts information is kept up to date such as phone numbers, addresses etc.
- Engaging with **Newforma**, Make's internal document control system, where all 'issued' documents should be copied to on all projects. You may be asked to assist the London Document Control team, especially when things are needed urgently.

Finance

- Liaising with the Finance in London team on a regular basis.
- Ensuring all partner timesheets are completed in a timely manner.
- Ensuring all expenses are entered and collated in the correct format and submitted to London.
- Processing supplier invoices in the accounting system for payment by London.
- Raising client invoices in the accounting system and issuing to clients.
- Chasing clients for overdue payments.
- Inputting credit cards into Deltek and reconciling on a monthly basis.

Business development support:

- Ensuring all marketing materials, such as brochures, are kept up to date and any changes are made are in line with the Communications team in London.
- Ensuring any updates or changes to project information are clearly and accurately communicated to the London Communications team so they can keep the internet and intranet up to date at all times.
- Assisting with client presentations as and when required. This may involve updating templates or existing presentations or creating one from scratch using InDesign.
- When appropriate, seeking out and organising networking events for the partners. This may involve third parties or within the Make studio.

IT and new starters:

- Liaising with the HR and IT teams in London when there is a new starter or someone relocating from London to ensure all equipment is in place for their arrival.
- Liaising with the London IT team as and when required, and being the main contact for them for queries about studio IT needs. There may be occasion when working hours will need to be adjusted to assist the London IT team with physical help they may need in the Studio.
- Liaising with third parties on behalf of the London IT team and being the point of contact for any pre-arranged consultants to be in the studio.
- Assisting partners with obtaining visas for business travel as and when required. This may involve visiting embassies on their behalf.
- Managing the induction process for all new Makers by providing inductions such as fire safety and health and safety procedures, and ensuring that when necessary inductions from the London core team are arranged via video conference.

Software packages:

- Microsoft Office – intermediate required
- InDesign – desired
- Newforma – desired
- Deltek – desired

Personal skills and qualities:

- Strong interpersonal skills
- Excellent communication skills (written and oral)
- A critical eye for detail
- Proactive, innovative, resourceful
- Strongly organised and methodical, with an emphasis on time management
- Ability to work under pressure
- Self-motivated
- Approachable, helpful and supportive
- Good written and spoken English and Mandarin

If you're excited about who we are and what we do, please get in touch! You can send your CV and covering email to hkrecruitment@makearchitects.com

make

**Hong Kong
London
Sydney**