

THE ROLE - COMMUNITY MANAGER AT LIFEWORK COMMUNITIES

£22.5K + BENEFITS

Whether you're seeking entry-level employment, a new opportunity to expand your professional horizons or a job share, joining us as Community Manager will give you the opportunity to build relationships, develop your skills and knowledge of sustainability and get involved in a local start up.

What you'll be doing

As the first point of contact for our members when they visit the space, an important part of the role is to make people feel welcome. So you will be:

- Leading the way in making the space an easy, relaxed and enjoyable place for our members to come and spend some time working. Visiting lifework should be a highlight of their week.
- Delivering a great friendly service to members and guests. This will involve answering queries, ensuring members are using the booking app, manning and taking payments at the coffee bar.
- Booking time to talk to each of the members, find out more about them, their needs and what they are looking to use the space for. Build a picture of the members and how to build the experience around them.
- Keeping an eye on and ensuring any simple glitches with the tech (Screens, monitors, sound, WIFI and booking app) are ironed out. Training is provided and we're not expecting you to be an A/V whizz, just a first point of contact.

Building and growing the community

We are a local business and its important to us that we create a thriving community of members as well as fostering relationships with businesses and not for profits in the wider local area to help us grow. As part of this, you will:

- Create a programme of compelling member events -where necessary coordinating with Hartley Café & Restaurant.
- Build a programme of community projects and promote and encourage involvement of members.
- Build relationships with the local partners who can help enhance our offer.
- Help to foster and grow our online community, by working with our social media team to create engaging content for our social media channels.
- Work with the Operations Manager to formulate ideas and tactics to boost memberships on quieter days.

What we're looking for

- A problem solver with the ability to multitask and work in a fast-paced environment.
- Influence behaviours and be an ambassador of all things sustainable.
- Entrepreneurial spirit and a passion for working in a dynamic and spirited environment.
- A flexible, dependable, responsible, independent and empathetic individual.
- Experience in a similar hospitality or service role.
- Excellent customer experience understanding and high standards of execution.
- Willing to learn barista skills and service customers coffee and cake.
- An interest in sustainability and building communities.

Other Info & Benefits

- Our working day is 8.30am-4.30pm, Monday to Friday. Presently we can't accommodate part-time hours within that working day but are happy to consider applications from individuals who would prefer to cover a number of days (2+) as part of a job share.
- 20 days' holiday + 1 birthday holiday day
- Up to 5 days paid a year to support a lifework community project.
- A guest pass to each of the events at lifework.
- 10% discount at Hartley Farm.
- Bike to work scheme.

Please apply with CV and covering letter to: hello@thelifeworkgroup.com

If you've read this and you're excited by the role but don't think you all the boxes, please do still apply - we'd love to hear from you!

*By adding your details you are agreeing to lifework communities' use of your data in accordance with our privacy policy.