

THE ROLE - COMMUNITY MANAGER AT LIFEWORK COMMUNITIES

(Guide salary £22.5k)

This position will be responsible for overall management of lifework and all related departments, including customer relations and experience, booking management, community development, partnership coordinator. Working with the Operations Manager this role will also support the central management team as needed.

Whether you're seeking entry-level employment or a new opportunity to expand your profession, we offer a chance to engage with the local community, build relationships and develop your skills and the local proposition for lifework communities.

What you'll be doing

- Lead 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!
- Inspire and motivate as front of house to deliver outstanding service to members and guests.
- Answering questions and queries (phone calls, emails etc.) and being the go-to team member for all member and visitor enquiries.
- Work to resolution for all guests' requests, queries, disputes and claims, both in person and on the app.
- Help with bookings for the different spaces and ensure they are upheld and / or managed correctly.
- Understand and manage tech set-up within space.
- Book 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.
- Provide constructive feedback to lifework team on how to improve the offer, facilities, and location.
- Create and share summary reports for weeks activity from the app and guests' activities. Check processes have worked according to plan and register, action or escalate adjustments required.
- Build lifework traditions that break up the working week and gather guests around to encourage networking and discussion. E.g. Beers and pizza on a Friday, Lunch and Learns, Throwback Thursday etc.
- Organise event timetable and where necessary coordinating with Hartley Café & Restaurant.
- Build programme of community projects and encourage involvement of members.
- Build relationships with the local network of possible partners and work out how they might enhance the lifework offer or what it can achieve against its environmental, societal and commercial goals.
- Influence behaviours and be an ambassador of all things sustainable. Be up to speed with the topics of the day, understand the latest cases of sustainable development.
- Create content and coordinate with the central and social team to give visibility to our news.

What we're looking for

- A problem solver with the ability to multitask and work in a fast-paced environment.
- Entrepreneurial spirit and a passion for working in a dynamic and spirited environment.
- To cope with all the responsibilities, we would need someone of high integrity who is flexible, dependable, responsible, independent and empathetic.
- Experience in a similar hospitality or service role.
- Excellent customer experience understanding and high standards of execution.
- Flexible schedule.
- Understanding of business financials, subscription models and co-working business models (or a willingness to learn these).
- Willing to learn barista skills and service customers coffee and cake.
- Computer savvy with PCs and Macs.
- An interest in sustainability and building communities.

Benefits

- 5 days paid a year to support a lifework community project and / or dedicate time to support a partner.
- A guest pass to each of the events at lifework.
- 10% discount at Hartley Farm.
- Bike to work scheme.
- 20 days holiday + 1 birthday holiday day

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

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