



## Community Manager

### Impact Hub King's Cross

Impact Hub King's Cross is a social enterprise and a home for positive change. We bring together impact-driven individuals and organisations through our coworking space, business support programmes, and events, to collectively build a more fair and sustainable future. We are part of a leading global network of 100+ Impact Hubs across 50+ locations with 16,500 members.

For more information see: <http://kingscross.impacthub.net> | <http://impacthub.net>

### The Opportunity

Do you instinctively like to bring people together? Impact Hub King's Cross is looking for a Community Manager who can make our 400+ members feel like one big family. This is a great opportunity if you're passionate about building communities and bringing about positive change.

Working closely with the Operations Team, you'll help members and the wider community feel inspired, enabled, and connected. From onboarding new joiners, to running events and finding new partners, no two days will feel the same.

### Key Responsibilities

The Community Manager will be responsible for:

- **Community building:** nurturing and growing the community cohesion to increase member satisfaction; Leading on member survey dissemination and collection; using the data to produce impact reports alongside the Communications Manager
- **Community engagement and experience:** co-developing and implementing creative methods of engaging and connecting Impact Hub members locally and globally, in person and through online networks, to enhance their ability to collaborate.
- **Community promotion:** working closely with the Communications Manager, using digital and traditional media, to strengthen relationships with and between Impact Hub members, recruit new members and connect them to other networks and opportunities. This includes occasionally managing and updating social media platforms.
- **Events delivery:** curating, managing and facilitating the existing and successful programme of events and workshops that inspire members and support their work; develop in close collaboration with key members and the core team new strands of

event programming, which includes establishing and maintaining strong relationships with key partner organisations.

- **Member recruitment and retention:** Working closely with the Operations team to lead and drive membership sales by scouting and attracting new members; updating membership offers in accordance to new trends and demands; ensuring retention of members by identifying and responding to members' needs.
- **Member capacity building:** leading in the delivery of business support opportunities for the community such as workshops and clinics with key partners.
- **Membership administration:** Working closely with the Operations team and Finance Manager and using our membership management platform, Nexodus, to respond quickly to membership requests and queries. Suggesting ways to update our processes.

## Person Specification

### Essential

- Knowledge of and enthusiasm for the social economy and values driven business
- At least 2 years experience in a community building or development role, hospitality, community management and/or equivalent
- Experience in event/workshops planning and delivery
- A strong understanding of operational procedures and processes
- Exceptional communication skills both in person and online
- Experience in using CRM software and proficient in using MS packages
- Ability to manage a complex and multifaceted workload
- Ability to work within a team, but also independently
- Keen eye for detail

### Desirable

- Experience in social media engagement
- Experience in research and data analysis
- Contacts within the social enterprise sector and awareness of opportunities for social enterprise in London

### You

- Are friendly and positive attitude
- Are a confident self-starter
- Thrive in a small team with an entrepreneurial feel
- Have a values-driven approach to your work
- Are keen to build and develop the role as suits the needs of the business

## Terms and Conditions

**Working hours:** Normal working hours are 37.5 per week (excluding breaks).

In addition, occasional weekend working and flexibility may be required with time off in lieu or overtime. We also offer a holiday allowance of 25 days per annum plus national bank holidays. We are happy to consider qualified candidates interested in working flexible hours.

**Location:** 34B York Way, N1 9AB

**Contract:** Permanent with a 3 month probation period. Starting Salary is £25,000 per annum full time, plus pension and profit share scheme.

### **How to Apply**

If you have the relevant experience for this role and would like to apply, please send an **email** to [kingscross.recruitment@impacthub.net](mailto:kingscross.recruitment@impacthub.net) with the subject line **“Community Manager”** and **attach your CV and a covering letter** outlining why you are suitable for the role, and how you meet the person specification. Applications without both a CV and a cover letter may not be considered.

We welcome candidates from diverse backgrounds. To limit any unconscious bias, all applications will be anonymised. Please let us know if you have any other accessibility needs.

**Deadline for applications:** Sunday 31 October 2021

**Interviews:** TBC

Due to the level of applications expected, we regret that we may only be able to reply to successful applicants.