



Community & Events Coordinator

Job Description

Impact Hub King's Cross

At Impact Hub King's Cross, We accelerate entrepreneurial action that benefits people and planet.

We do this through inspiring workspace, business support, and networks that enable changemakers to thrive in London and beyond.

We are part of a leading global network of 24,000+ changemakers across 100+ Impact Hubs, 60+ locations and 5 continents.

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

The Opportunity

Impact Hub King's Cross is expanding its core team and looking for an **energetic and highly motivated Community & Events Coordinator**. This is a great opportunity if you are passionate about helping to build communities of social entrepreneurs and ideally have a background in hospitality. The successful candidate will work within our Operations and Communications Teams to deliver and manage services to members, manage events and meeting rooms, and the coffee bar as well as overseeing the smooth running of the space.

Terms and Conditions

Working hours: Normal working hours are 37.5 per week not including a break. We are recruiting to cover the early shifts. The shift times will be 07:30-15:30 Monday to Friday.

In addition, occasional weekend working and the willingness to work nights will be required with time off in lieu, and a small additional payment for anti-social hours. We also offer a holiday allowance of 25 days per annum plus national bank holidays.

Location: Currently based at Impact Hub King's Cross, 34B York Way, NI, but due to expansion plans this role may transfer in future to an alternative location in London.

Contract: Permanent with a 3 month probation period. Starting Salary is £23,000 per annum full time, higher than the London Living Wage, plus pension, medical cash plan and profit share scheme.

Key Responsibilities

Overall:

The Community and Events Coordinator is the first person that our members and guests see when they come into our space, and provide a warm welcome and friendly service and community philosophy that is core to our values. The ability to build relationships, provide a flexible service and respond to a range of queries in person, online or over the phone is vital.

The role combines customer service, community building, facilities management, sales and event support. Specifically:

- 1) **Managing the reception and cafe area effectively, developing a positive relationship with members and guests**, including:
 - a) Welcoming and registering members, guests, visitors and meeting room users
 - b) Answering and fielding telephone calls
 - c) Ensuring the smooth running of the coffee bar, delivering the highest possible level of service and food and hygiene standards

- 2) **Working closely with the Community Manager to build and strengthen our core foundation of Community**, including:
 - a) Driving sales of coworking memberships, supporting outreach efforts and responding to in person and online queries in a prompt and friendly manner
 - b) Conducting tours of our space for potential members
 - c) Listing Impact Hub details on third party coworking and space-hire sites
 - d) Network building and making introductions to members and partners based on their professional needs
 - e) Co-facilitation of social or inspiring and informative events for our community

- 3) **Taking lead responsibility for core operational processes as agreed with the Operations Manager**, including:
 - a) Daily space checks for cleanliness, maintenance and health and safety
 - b) Supporting the delivery of maintenance projects as and when required across the building
 - c) Ensuring the building is in line with all health and safety regulations
 - d) Maintaining a high level of cleanliness and and safety in the building
 - e) Routine facilities upkeep
 - f) Undertake coordination of ad hoc project work and events
 - g) Liaising with suppliers to ensure our supplies remain fully stocked at all times
 - h) Ensuring the building is efficiently prepared for the next day upon closing

- 4) **Assisting the Operations Manager to secure meeting room and event bookings**, including:
 - a) Providing prompt initial responses to enquiries, whether by email, phone or in person
 - b) Chasing enquiries in an efficient and friendly manner
 - c) Driving proactive and reactive sales of meeting rooms and event bookings through various methods, including heavy use of our CRM software (Nexodus), email and phone calls

- 5) **Managing the delivery of events with the Operations Manager and freelance event staff**, including:
- a) Booking and confirmation of catering, drinks, freelance staff, AV and other event requirements
 - b) Set-up of the space for events on the day, which includes AV equipment and space rearranging space layout to suit the clients request
 - c) Delivery of the actual event, including supervision of freelance staff, maintaining a high standard of customer service, registering attendees and adhering to Health and Safety Regulations and Processes

Person Specification

Essential:

- At least 1 year experience in hospitality/events or equivalent
- A problem solving attitude and operational mindset
- Ability to stay calm, responsive and well-organised under pressure
- A friendly, warm demeanour and positive attitude towards the public
- Able to deal with enquiries, negotiations and complaints in a professional manner
- Great written and verbal communication skills, including good spelling and grammar
- Good attention to detail and ability to follow routine processes efficiently
- Willingness to work flexible/non-standard hours
- ICT proficient, including MS Office, a range of social media platforms and the ability to grasp hold of new tech including our CRM software (Nexodus)
- Experience in organising and delivering events
- A mutually supportive, team-orientated approach

Desirable:

- Enthusiasm for the social economy, values-driven business, and charities
- Experience of monitoring health and safety
- Sales experience in a retail or phone outreach setting
- Interest in growing within the team and taking on more responsibility according to ability

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** with the subject line **“Community and Events Coordinator”** 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: 9am on 31st May 2022.

Interviews will be held on 14th June 2022. Please keep this date free.

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