**@INC Workspace**

**COMMUNITY MANAGER**

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**JOB DESCRIPTION**

**Job Title:** @INC Workspace Community Manager

**Contract Type:** Full Time Permanent Contract

**Probation period:** 3 months – 6 months

**Hours:** 5 Days per week (37.5 per week)

**Salary:** £18,000 - £23,000 depending on experience and skills.

**Reports to:** Property Manager & CEO

**Location:** The main office is @INC, Kings Road, Bury St Edmunds IP33 3DE, however, you will be required to travel to other parts of Suffolk and Norfolk on occasions.

**Overview:** MENTA – is committed to developing new emerging and existing businesses, along with the development of individuals in our local area to develop their skills, enterprise, employability, confidence, and experience to ultimately set up and grow their own businesses. [www.menta.org.uk](http://www.menta.org.uk)

<https://incburystedmunds.co.uk/>

**Our Vision:** To be the best at helping businesses start, grow, and succeed through the delivery of Advice, Training, Events, Networking and Space.

**5 Key pillars** Business Advice, Training, Events, Networking and Space

**ABOUT THE ROLE**

As @INC Community Manager is a new role, and you will be responsible for the exciting co working space that has recently been developed in the heart of Bury St. Edmunds. <https://incburystedmunds.co.uk/>

The position will require you to work closely with the Property Manager and CEO and take ownership & responsibility of @INC along with the engagement of new members, and the delivery of engaging services. The Community Manager will be responsible for delivering the highest customer service and experience for the members.

As part of this exciting role, you will be instrumental in supporting the small business community and lead the development of the coworking community.

You will act as an advocate for MENTA in your varied daily role working with key partners and stakeholders, in the public and private sectors.

This dynamic and community driven position will enable you to become embedded within an organisation that has a significant brand and quality delivery reputation whilst being instrumental in its growth for service and product delivery across the Eastern region.

MENTA is a forward-thinking, progressive, not for profit organisation making an impact both locally and nationally.

This position brings the opportunity of growth within the role and progression in line with the organisation’s vision and strategic plan centered around ‘SPACE.’

 **DAY TO DAY RESPONSIBLITIES AND ACTIVITIES**

**Coworking Centre & Event Management**

* Maintenance of minimum of 85% occupancy by achieving sales goals & INC’s KPI’s working towards 100% occupancy
* Management of membership including solving member related issues, processing applications and terminations
* Conduct member inductions and tours for prospective members, MENTA’s patrons and stakeholders
* Management of the building, ensuring it is fully operational and processes running smoothly. Liaise and maintain relationship with the landlord.
* Expense management and responsibility for the health & safety of the building
* Make recommendations to the Property Manager for repairs & maintenance for the building
* Set priorities using daily data and clearly communicate adjustments to team.
* Review daily reports and work with team to finalize weekly and monthly reports that outline community and sales progress.
* Oversee events with the Marketing Manager to ensure a good balance of educational, member related, and lead generated and sales related events.
* Responsible for all events held at INC ensuring that members are aware and accommodated if necessary

**Business Development**

* Driving growth and promotion of MENTA related products & service offerings.
* Proactively gather data of members' business objectives and identify both MENTA and member services that could help members achieve their objectives.
* Identify opportunities and act on them to connect members.
* Take responsibility for sales and community dynamics.
* Engage in the larger community and business support market place by attending events and networking with local start-ups and stakeholder organisations.

**Community Activities**

* Develop community initiatives designed to create connections between members, including events, blogs newsletters.
* Seek opportunities to engage members to discover and discuss members' objectives, i.e., using member service requests as an opportunity to learn more about members, members’ businesses and any other needs members may have.
* Design and implement guidelines and best practices for the community to optimize member experience.

**ABOUT THE PERSON**

* Experience with creating new business communities in a fast-paced environment
* Experience in business development, including developing growth strategies and increasing a client base
* The ability to be a figure head and ‘face’ of @INC
* Experience in managing a business centre or coworking site together with event management
* Excellent communication skills including both verbal and written, tailoring style and approach dependent on audience.
* Excellent organisational skills with strong attention to detail.
* Ability to juggle a busy and constantly changing workload and members’ requirements.
* Proactive, flexible and a positive approach are all key attributes.
* Proven technology skills with proficiency with all Microsoft Office products
* A free-thinking self-starter who can demonstrate ownership and proactivity in the role.
* Can work independently and show initiative and achieve results.
* Become an effective and proactive member of the organisation.
* Be able to maintain a high level of confidentiality and integrity at all times.

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*This document outlines the duties and indicates the level of responsibility of the post.*

*Please note this is not a comprehensive or exclusive list of duties.*

*Duties may be varied from time to time which do not change the general character of the job, or the level of responsibility entailed.*

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*MENTA is committed to providing access, aids, adaptations, and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfil the criteria for, and* *undertake the duties of, its jobs.*