

## **Facework Group CIC**

### **Community Manager - Hatch Hubs**

Hatch Hubs is a social enterprise owned by Facework Group CIC. We run co-work and events spaces in South East London, currently operating two sites – Hatcham House in New Cross Gate (our events space) and Hatch Peckham in Peckham (our co-work space).

Our mother organisation Facework Group was founded in 2016 to support adults navigate the world of work through training programmes, events and enterprise support, particularly those facing barriers to employment including refugees. We acquired our first physical venue in early 2020 which was launched as our first co-work space and Hatch Hubs was born.

As a social enterprise our ethos is centred around providing accessible space. We offer a range of memberships and partner with local authority and organisations to provide subsidised memberships for groups finding it difficult to access affordable workspace in addition to free membership for young adults.

#### **Job role:**

The role of the community manager is to be the face of our co-work space and deal with everything membership related and oversee daily venue operations. You will be responsible for driving growth of membership, working to targets and innovating new methods, as well as looking after our existing community of 300 members.

You will be joining a very small team and be part of a business which is still in its early stages of growth so you will be instrumental in helping to drive growth of the company and have the opportunity to have a real impact within the organisation.

**Contract term:** Permanent

**Hours:** 35 hours per week (Monday - Friday)

**Pay:** £25,000 per annum + commission

**Location:** On site. In our Hatch Peckham, SE London.

**Reports to:** General Manager

#### **Duties:**

- Responding to membership enquiries and leads that come through social media, app, email and website.
- Driving growth of membership by following up on leads and working with the general manager and social media manager to innovate new methods.
- Completing venue tours/inducting members on trials and supporting the onboarding of new members.
- Overseeing operational tasks to ensure our facilities are kept to the highest standard.
- Dealing with queries from existing members (support with bookings or operational issues in our venues etc).
- Keeping on top of members payment plans, dealing with meeting room bookings.
- Management of all 3<sup>rd</sup> party booking platforms – dealing with booking requests, updating sites with any periods of closure, processing invoices.

- Facilitating networking, collaboration and partnership between members by organising events such as our quarterly socials.

**Attitudes/skills:**

- Experience in hospitality or customer facing roles - able to deliver exceptional customer service that goes the extra mile.
- Approachable and friendly - the role is centred around meeting new people on a regular basis and being able to build good relationships.
- Highly proactive and ability to use initiative
- Has lots of ideas and is solutions focused, ability to deal with problems quickly
- Admin experience – good written communication as you will be dealing with lots of emails.
- Experience using word/excel and creating invoices.
- Ability to pick up new systems quickly.
- Ability to be productive and proactive when working independently as well as in a team.
- Ability to manage your time effectively.