

## **We are hiring...**

A Senior Community Manager to lead the community management team to create a collaborative innovation community amongst our members and partner organisations through strategic and impactful activities.

## **Key Information**

- Permanent full-time contract
- Full flexibility with some attendance at evening and occasional weekend events.
- Salary up to maximum of £40k depending on experience/qualifications.
- Competitive Benefits Package including Private medical insurance, generous pension contribution and bonus opportunities.
- Based at The Innovation Centre, Belfast
- **Please apply by CV to [Jamie.smyth@wearecatalyst.org](mailto:Jamie.smyth@wearecatalyst.org)**
- **Closing date** is Wednesday 9<sup>th</sup> October 2019, 10am.

## **We are Catalyst**

**A community of innovators so powerful its people can change the world.**

We are an independent, not-for-profit organisation working together for the greater good, enabling a connected community of like-minded innovators in an entrepreneurial eco-system that is the key driver of the knowledge economy in Northern Ireland.

We are a force for good, bold in our approach, with integrity at our core and passion in everything we do.

## **The Role**

The Senior Community Manager will report directly to the Director of Innovation Community and be recognised as the direct contact for the community users.

## **Functions**

1. Direct responsibility for the Community management team across multiple sites, monitoring performance to drive results.
2. Ensure a consistent member experience across all the Catalyst campuses.
3. Responsible for increasing the Catalyst member NPS score in line with the Catalyst strategic objectives.
4. Develop and implement initiatives designed to create connections through events and digital solutions for on-campus members.
5. Develop and implement initiatives to provide a clear competitive advantage for companies and individuals who are on-campus members

6. Design an optimal onboarding experience for all new member companies
7. Build and maintain high level relationships and partnerships within the community
8. Represent Catalyst and actively promote the benefits of working at a Catalyst campus
9. To be responsible for the Community budget for events and initiatives
10. To act as the Catalyst lead in partnerships with Ballymena Council and Danske Bank
11. To ensure effective collaboration with all departments within Catalyst
12. Work closely with the Property and Real Estate Team to deliver the ultimate user service
13. Support the Director of Innovation Community manage member growth, occupancy, and revenue streams.
14. Build a strong local brand through executing marketing campaigns in partnership with the Brand & Marketing team
15. To ensure effective collaboration with all departments within Catalyst

### **Person Specification**

<b>Areas to be assessed</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications	<ul style="list-style-type: none"> <li>Relevant degree in marketing or business-related disciplines</li> </ul>	
Experience/ knowledge	<ul style="list-style-type: none"> <li>Minimum 5+ years' experience in customer facing roles (ideally hospitality or sales) with strong operational focus</li> <li>Proven experience managing strategic projects or events</li> <li>Experience managing budgets</li> <li>Proven experience managing a team</li> </ul>	<ul style="list-style-type: none"> <li>Entrepreneurial experience</li> <li>Experience in real estate and facilities management</li> </ul>
Skills/qualities	<ul style="list-style-type: none"> <li>Passion and understanding for entrepreneurial communities</li> <li>Strong commercial awareness</li> <li>Exceptional team-player</li> <li>Excellent communicator</li> <li>Strong interpersonal skills</li> <li>Organised, self-motivated and excellent time management</li> </ul>	<ul style="list-style-type: none"> <li>Experienced networker</li> </ul>
Special requirements	<ul style="list-style-type: none"> <li>Proof of right to work in the UK</li> <li>On occasions to work evenings and weekends for events</li> </ul>	