

We are hiring...

A Community Manager to help create a collaborative community environment at our NW campus amongst our members and the wider stakeholders.

Key Information

- Permanent full-time contract
- Full flexibility with some attendance at evening and occasional weekend events.
- Salary up to maximum of £35,000 depending on experience/qualifications.
- Competitive Benefits Package including Private medical insurance, generous pension contribution and bonus opportunities.
- Based at The Innovation Centre, Derry~Londonderry
- **Closing date for applications** is Monday 29th April 2019 at 12noon.

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

Working as an integral member of the Catalyst team, the Community Manager will be the advocate for the Catalyst brand by pro-actively engaging with the NW community to ultimately enhance member experience.

Functions

Community

1. Drive the Catalyst member NPS score in line with the Catalyst strategic objectives.
2. Manage initiatives designed to create connections through events and digital solutions for on-campus members.
3. Manage initiatives to provide a clear competitive advantage for companies and individuals who are on-campus members
4. Deliver an optimal onboarding experience for all new member companies
5. Build and maintain high level relationships and partnerships within the community
6. Represent Catalyst and actively promote the benefits of working at a Catalyst campus

7. Engage in the larger NW community by attending events and networking with local start-ups
8. Work closely with the workspace team to deliver the ultimate user service
9. To ensure effective collaboration with all departments within Catalyst and maintaining an ongoing general awareness of Catalyst offerings etc
10. Working flexible hours and collaboratively with other members of the team to ensure roles/events are effectively covered

Business Development

11. Responding to all inbound enquiries in an efficient and professional manner
12. Lead tours, for potential members and VIP's
13. Identify potential suitable members and work with the Workspace team to convert to tenancy.

Administration

14. Customer experience records – regular meetings with members to ensure suitability of space and learn and action user feedback.
15. Provide regular reports and updates to the Senior Community Manager

Person Specification

Areas to be assessed	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Relevant degree in marketing or business-related disciplines 	
Experience/knowledge	<ul style="list-style-type: none"> • 5+ years' experience in customer facing roles (ideally hospitality or sales) • Experience of working with entrepreneurs and/or senior executives 	<ul style="list-style-type: none"> • At least two years programme or event management experience including effective promotion, creative design and delivery • Experience managing budgets
Skills/qualities	<ul style="list-style-type: none"> • Strong commercial awareness • Skilled networker • Strategic business use of social media including Twitter, Facebook, Instagram and LinkedIn • Highly competent in CRM solutions e.g. Salesforce • Exceptional team-player • Excellent communicator • Strong interpersonal skills • Organised, self-motivated and excellent time management 	

Special requirements	<ul style="list-style-type: none">• Proof of right to work in the UK• On occasions to work evenings and weekends for events	
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