

We are hiring...

A Community Manager to join the Catalyst team to manage the day-to-day operations of our exciting co-working space in Belfast City Centre.

Key Information

- Permanent full-time contract
- Full flexibility with some attendance at evening and occasional weekend events.
- Salary up to maximum of £28k depending on experience/qualifications.
- Competitive Benefits Package including Private medical insurance, generous pension contribution and bonus opportunities.
- Based at Catalyst Belfast Fintech Hub, Danske HQ building, Donegall Square West, Belfast
- Reporting to the Senior Community Manager
- **Closing date for applications** is Tuesday, 27th August 2019 at 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

Working as an integral member of the Catalyst team, the Community Manager will be responsible for the successful day-to-day running of the space to create a collaborative working environment that creates an exceptional user experience.

Functions

Operations

1. Day-to-day on-boarding and support to co-working applicants including
 - prospective tenant viewings,
 - management of licences,
 - initial assessment of applications
 - due diligence
 - induction

2. Ensuring readiness of Catalyst Belfast Fintech Space for new tenant, liaising with Danske Facilities Management as appropriate e.g. desk and space set-up and tenant access card provision
3. Daily management of Catalyst Belfast Fintech co-working space (daily relationship and needs, manage calendar and room-booking etc.)

Business Development

1. Responding to all inbound enquiries in an efficient and professional manner
2. Identify potential suitable co-working applicants (liaising with Catalyst as required), and converting to users
3. Organising events, viewings and bookings, co-ordination of space, event management, AV/AU, telecoms, catering. Liaising as appropriate with Danske Facilities Management Team e.g. for access card provision, audio-visual, other facilities

Community

1. Manage community initiatives designed to create connections between co-working users
2. Collaboration with wider Catalyst and Danske Bank colleagues
3. Engage in the larger community by attending events and networking with local start-ups
4. Maintaining an ongoing general awareness of co-working businesses growth, expansion requirements etc.
5. Design and implement rules, guidelines and best practices for the community to optimise member experience
6. Working flexible hours and collaboratively with other members of the Co-Working and Hub team to ensure roles/events are effectively covered

Administration

1. Customer experience records - monthly meetings with co-workers to ensure suitability of user, and learn receive and action feedback from users
2. Monitor progress and track Co working KPIs, in line with KPI targets agreed.
3. Produce and deliver written and verbal reports and presentations on a regular basis to the Steering Team.

Person Specification

Areas to be assessed	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Secondary education 	<ul style="list-style-type: none"> Relevant degree in marketing or business-related disciplines
Experience/knowledge	<ul style="list-style-type: none"> 2+ years' experience in customer facing roles (ideally hospitality or sales) 	<ul style="list-style-type: none"> At least two years programme or event management experience including effective promotion, creative design and delivery Experience in business development and project management
Skills/qualities	<ul style="list-style-type: none"> Strategic business use of social media including Twitter, Facebook, Instagram and LinkedIn Exceptional team-player Excellent communicator Strong interpersonal skills Organised, self-motivated and excellent time management 	<ul style="list-style-type: none"> Experienced networker Experience managing budgets
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 	

Criteria may be enhanced to aid shortlisting. Exceptional candidates who do not meet the criteria may be considered for the role provided they have the necessary skills and experience.