

## **Community Assistant**

### Catalyst Bedford Street

#### **Belong to Something Amazing**

Catalyst and Deloitte are proud to partner in creating 'Catalyst, Bedford Street', a cutting-edge coworking space for entrepreneurs located in the iconic Ewart building within Deloitte's new Northern Ireland headquarters. [Click here to learn more about this partnership.](#)

With plans to open by April 2025, we are looking for an experienced and motivated Community Assistant to seamlessly support the operation of our exciting new space, playing a key part in fostering a dynamic and collaborative community.

In this role, you will be essential in providing a welcoming presence for members (tenants) and visitors, manage day-to-day activities, and support the success of events and member engagement initiatives. This role offers a fantastic opportunity to be part of an organisation dedicated to empowering entrepreneurial communities and fostering world-class innovation ecosystems.

#### **About Catalyst**

We are a non-profit organisation that supports science and technology innovation in Northern Ireland with buildings and hubs in Belfast and Derry/Londonderry where companies can use our flexible workspaces to operate from. We use the profits generated from our property portfolio to deliver entrepreneurial support programmes, facilitate funding, inform policy and accelerate technology-based research and development, by linking with academia and government.

#### **Working at Catalyst**

A certified Great Place to Work® and recognised as one of the top 100 Workplaces in the UK for 2024, receiving awards for Best Place to Work, Best Workplace for Development, Best Workplace for Employee Wellbeing, and Best Place to Work for Women, Catalyst is one of Northern Ireland's most exciting employers.

With a strong vision of Opportunity for All from World-leading Innovation, this is a workplace brimming with ambition to create social, cultural, and economic advantage. We are a force for good, bold in our approach with integrity at our core and passion in everything we do.

#### **Diversity and Inclusion at Catalyst**

Diversity and inclusion aren't just boxes to tick on a CSR list—they are at the heart of everything we do at Catalyst. They shape our culture, our projects, and our co-working spaces, creating a community where everyone is seen, heard, and valued.

We strive to foster innovation while building an environment where people can bring their authentic selves to work and thrive. We're proud to have achieved Silver status with the Diversity Charter and are committed to progressing to Gold. Additionally, we are a JAM

Card-friendly company, supporting over 180,000 users worldwide who rely on JAM Cards to communicate their need for extra time and understanding.

As an equal opportunity employer, we hire based solely on an individual's ability to perform the role. This approach has allowed us to cultivate an inclusive workplace that celebrates the diversity of our teams and wider community.

### Key Information

- Full time, permanent contract (*Part-time options may be considered for the right candidate, subject to business needs*).
- Salary up to £26,000 depending on qualifications/experience.
- Based at Catalyst Bedford Street.
- Reporting to the Catalyst Community Manager.
- Closing date Monday 10<sup>th</sup> March at 12noon.

### Employee Perks:

- Competitive benefits package, including private medical insurance for you and your dependents.
- Generous pension contributions and life assurance policy.
- Enhanced parental leave packages.
- Free access to company-organised events.

### What are we looking for?

Catalyst is on the lookout for a **Community Assistant** who thrives in a customer-focused environment and is passionate about building vibrant communities.

As a key player in a small team, you will play an active role in the day-to-day operations of our coworking space. You'll contribute to a vibrant and welcoming community by engaging with members, assisting with impactful events, and ensuring our space reflects the high standards Catalyst is known for.

Your passion for enhancing member experiences, combined with your ability to build strong relationships with startups, Deloitte, and the wider Catalyst ecosystem, will help drive the success of our newest coworking space. This role is all about collaboration, attention to detail, and making every member interaction count.

### Key Responsibilities:

- **Community Space Management**
  - Deliver an exceptional member experience ensuring our community space and onsite facilities meet the highest standards.
  - Contribute to a welcoming and inclusive environment ensuring a positive first impression.
  - Manage incoming and outgoing mail, including Virtual Tenant services, and notify members of deliveries.

- Provide information on wayfinding, policies, procedures, and community etiquette.
- Support the smooth operation of the community space, ensuring facilities reflect the high standards that members expect.
- **Community Engagement**
  - Build meaningful relationships with members to understand their needs and help them feel valued.
  - Driving engagement through the Catalyst app encouraging engagement, updates, and seamless communication.
  - Promote local amenities, activities, and services to enhance the member experience.
- **Events Support**
  - Organise and manage community events, including promotion, operational logistics (including catering and AV set up), and post-event evaluations
  - Ensure all building-specific requirements (e.g., elevators, HVAC) are met for all events.
- **Building Operations and Management**
  - Assist in the day-to-day running of the space, ensuring access, safety, and facility standards are consistently met.
  - Assist in safety procedures, including fire alarm testing and emergency equipment checks (full training will be provided).
  - Provide continuous support to Community Manager with ad-hoc facility-related needs.
- **Member Experience**
  - Anticipate member and guest needs, providing timely support that enhances their overall experience.
  - Support the Community Manager to address member feedback and refine community services.
  - Step into a supportive leadership role when needed, acting confidently as the primary point of contact in the absence of the Community Manager.

**Essential Criteria:**

- At least 1-year previous experience in a similar customer-facing, hospitality or administrative role.
- Previous experience in events management, including logistics, setup, and coordination.
- Strong verbal and written communication skills.
- Outstanding interpersonal and multitasking abilities.
- Proficiency in basic computer skills, including an understanding of managing social media.

**Desirable Criteria:**

- Passion for entrepreneurial and innovative communities.
- Experience with AV support, including setup and troubleshooting for events and meetings.

**Special Requirements:**

- Flexibility to work occasional evenings or weekends for events.
- Proof of right to work in the UK.
- Ability and flexibility to travel/work between sites.
- Full current driving license (valid UK) and access to own car or access to a form of transport which will allow the candidate to carry out these duties.

Join us in building a vibrant and collaborative community at the heart of Belfast's innovation ecosystem!