

Community Manager

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Company: GradBay

Location: London Area

Category: sales-and-related

The Company Founded in 2009 this is a cutting-edge shared workspace and training centre focused on helping businesses reach their full potential in the fashion industry. With 6 London locations offering studios, training facilities and manufacturing units this is a vibrant place to work and is home for anyone interested in making fashion. This is a social enterprise, all profit is reinvested to increase support for entrepreneurs. The Job This role will lead the Community Team, with overall responsibility for maintaining the highest quality of member experience for all businesses based in all work spaces. The role will also be responsible for overseeing impact activities and coordinating production of the annual Impact Report. Strategy Owner of company strategy for community support, impact & front-of-house services. Strategic liaison between Community Team and other departments including Facilities, Marketing, Sales & Finance. Community Team Leadership of Community Team. Maintaining an efficient staffing and management structure for Community Team, evolving as the company expands. Direct line-management within the Community Team (currently 4 reports). Managing leave requests from members of the Community Team to maintain consistent staffing level. Ensuring arrangements are in place for cover when members of Community Team are absent. Defining a baseline pattern of community activities delivered across all work spaces. Defining a portfolio of additional community activities which work spaces can draw on. Supporting training & professional development for members of Community Team. Clients & partners Engaging with clients & partners in relation to delivery of front-of-house services. Impact Overseeing impact-focused activities across all work spaces. Developing content for the annual Impact Report, in collaboration with the Marketing

Team.Senior managementMember of Management Team, attending bi-monthly meetings.Reporting on Community Team matters with senior management.In this role you will be required to attend all 6 company work spaces across East and North London, home-working and remote-working will also be available. Candidate RequirementsMinimum 5 years experience in community management roles.Expertise in a wide range of formats for community engagement.Proven team leadership experience including direct line-management.Ability to evaluate situations strategically & develop strategy.Confident working as part of a senior management team.Polished management of relationships with external stakeholders.Strong alignment with company mission & values.Benefits32 days leave per year20 days annual leave8 bank holidays1 day off during your birthday week plus paidPaid end-of-year closure from Christmas Day to New Year's Day1 week remote working each yearCompany-wide training, learning & development opportunitiesMonthly personal well being budgetRegular team activities including socials, well being and team buildingCharlie HR Perks offering discounts with thousands of vendorsCycle to Work schemeAnnual Travel Card schemeFree workspace guest pass for partner, friend, or child one day each month

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