

## Community Associate

### Job Description

**Working hours: 3 days a week (set weekdays to be agreed with line manager)**

The Community Associate will be assisting the successful delivery and improvement of the Makerversity membership offer. The role will involve working closely with the whole team, all members and will report to the Community Manager.

#### Responsibilities:

- Being a first point of contact for Makerversity members
- Meeting, liaising, touring potential members and guests
- Maintaining and improving the working environment and spaces; liaising with cleaners, building/facilities manager, looking after the plants, stocking the kitchen supplies.
- Admin support to the Community Manager
- Helping to maintain enquiries & the hello@ email account
- Upkeep of office supplies & post
- Maintaining the event space/photography studio and assist in the organisation and delivery of private & public bookings

#### Ideal applicants would have the following experience and skill set:

- Experience in a customer facing/customer service role
- Acute attention to detail and high energy
- Excellent email and communication manner
- Problem solver with entrepreneurial spirit
- Someone with an empathy and affinity with the entrepreneurial and creative, making and tech community
- You will naturally look to solve any member-related problems to ensure harmony in the community

#### Useful but not required:

- Experience working with Google Workspace & Adobe design software
- General understanding of making, materials and tools

#### Standard MV Team Requirements

- Enthusiasm and can do attitude.
- Excellent organisational and interpersonal skills: you must be comfortable working with a range of people and communicating effectively.
- Collaborative: you must enjoy working within a team and be good at working with others to make great things happen.



- Practical and hands on: you like rolling your sleeves up and getting stuck in.
- Great at multitasking and good attention to detail: you'll enjoy juggling lots of different things and delivering good work to deadlines.
- A good understanding of the design and digital making world.

## What we offer you

- £22 - £25k (FTE) per annum, based on experience
- 25 (FTE) days holiday, plus bank holidays
- Makerversity membership
- Annual personal training budget and other personal development opportunities
- Team away days
- Cycle to work scheme
- Access to Somerset House Employee Assistance Programme (mental health and wellbeing support)
- 20% discount at The Paint Room, Makerversity members only bar and cafe
- Discount at all Somerset House cafes, bars, exhibitions and special events
- Part of a 3,000 strong Creative Community at Somerset House

## About Makerversity:

Makerversity is a membership community of professional makers and disruptors - all businesses who are making something amazing for a living. We assemble this community in shared co-making spaces for radical and wonderful creative businesses working in ways no one can predict.

This means we run physical spaces for a curated community of members, attracting and assembling the leading voices on innovation and future making. In short, we're a catalyst that fuels the raw talent of today.

As well as providing physical workshop space and fabrication facilities at Somerset House, we exist as a platform to power our members even higher. How? By co-curating cutting-edge content for our public programme and learning projects. And through private partnerships and collaborations that pair our members with businesses or brands that want access to genuine innovation.

- 20,000 sqft of co-working and workshop facilities at Somerset House
- 350+ members comprising 160+ member businesses in our Somerset House community
- 345+ alumni members in our network
- Relationships with the top universities in London and the UK

Our members might be freelancers, startups or small businesses. They could be designers, artists, creatives, makers, inventors or entrepreneurs working across themes such as material



innovation, future cities and architecture, contemporary craft, digital manufacturing, or product design. They could be customer-facing, brand-facing or future-facing. And they are as diverse as they are collaborative - all pushing the frontier of contemporary design and making.