

COMMUNITY MANAGER JOB DESCRIPTION

Working hours:

09:00 - 18:00 Monday - Friday
40 hours per week

The Community Manager will be responsible for ensuring 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 General Manager.

Responsibilities:

- Being the first point of contact for Makerversity members
- Meeting, liaising, touring potential members and guests
- Maintaining 100% desk occupancy through sales targets and managing churn rate
- Working with the General Manager to set up new members: contracts, back end systems, invoicing and member inductions – including our residency programmes Makers with a Mission and Under 25's
- Developing and improving the overall membership offer
- Maintaining and improving current members experience: organising weekly breakfasts, lunchtime talks, clinics, community events.
- Maintaining and improving the working environment and spaces; liaising with cleaners, building/facilities manager, looking after the plants, stocking the kitchen supplies.
- Ownership and development of the online members portal.
- Admin support to the General Manager.
- Maintaining the enquiries email account, upkeep of office supplies, post and tours.
- Collating and sending the weekly members newsletter
- Showcasing Makerversity and our members on all Makerversity social media including occasional blog posts on the Makerversity website

Ideal applicants would have the following experience and skill set:

- Maintaining our event space and organising private bookings, including liaising with the Bar Manager to book catering
- 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 Xero, Google Drive, Adobe design software
- General understanding of making, materials and tools

Standard MV Team Requirements:

We are a fast paced team looking for a motivated, enthusiastic person who has the capability to excel in customer service.

- 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 give you:

- 22k - 24k
- 25 days holiday, bank holidays on top
- Training and development opportunities
- Team away days
- Makerversity membership including access to all workshops and machines for your own projects



Application deadline:

Midnight - January 31st

To apply please send your CV and covering letter to jobs@makerversity.org and detail your availability to start work.

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.