



COMMUNITY MANAGER – JOB OPENING FROM 17.11.17

As Makerversity Amsterdam celebrates its first year we are excited to launch a brand new role. We are looking for someone as enthusiastic as us about our talented member community. That person will make it their job to support, catalyse and showcase all of our hugely exciting and inspiring international innovators. As a snapshot - in just this month alone:

- AVY showcase their plane drone at London Design Museum as part of their Designs of The Year nomination.
- Tom Van Arman and his company ModelMe3D won \$250k at the Krypto Start-Up Contest in Abu Dhabi.
- Experiential designer Frank Kolkman won the Dutch Design Week 'Young Designer of the Year Award'.
- SuperLocal won the Design Academy Eindhoven Talent Grant worth €10k.
- Under25 member Maartje Janse showcased at The Van Gogh Museum and was nominated for the Fashion Makes Sense Award (and hosted a shoe-hack for Adidas top digital managers).
- Crescent Technologies collaborated with Red Bull for the Amsterdam Dance Event with his livestream video footage reaching over 100k viewers worldwide.

So we need an organised, enthusiastic and collaborative Community Manager. They will be the first point of contact for our members and visitors. They will be responsible for ensuring we continue to grow our talented community, improve our service, operations and working / learning environment.

ABOUT MAKERVERSITY

Makerversity creates pioneering communities of creative businesses. We provide workspace and making facilities for professionals. We believe in offering people of all ages opportunities to unlock their potential and explore the careers and industries related to making and creativity.

Makerversity Amsterdam is our second co-making campus. Having established ourselves at Somerset House in London in 2013, we took our first big step towards supporting makers across Europe (and maybe the world!) by opening Amsterdam's home for makers on the Marineterrein in 2016. We are now home to over 70 of the city's most exciting startups alongside a thriving education and events programme.

The first year of any startup is an eventful time, and our founding team have fostered and developed a great space and community, and we are now looking for a dynamic, personable and organised new team member to become our custodian of the space and to nurture our membership.

RESPONSIBILITIES

Membership Management - owning the member journey:

- Being the first point of contact for Makerversity members - both online and offline.
- Hosting tours for prospective members and other aspects of member sales
- Developing and improving the overall membership offer/experience.
- Maintaining and improving potential members experience: enquiries, waiting list, tours.
- Developing and overseeing selection criteria for new members.
- Responsible for member on-boarding: contracts, desks, invoicing and back end systems.
- Responsible for all associated admin in relation to memberships including maintaining member relations and understanding of rates and fees (and ensuring they pay)
- Ownership and development of the members portal and the community Slack channels.

Community Management - upskilling/member perks:

- Developing and delivering a programme of member events; skillshares, socials, expert talks.
- Developing and growing links between members at each Makerversity site - between London and Amsterdam - and any future sites.
- Managing Under 25's membership and developing a sustainable mentoring plan for them.

Administration

- Support General manager with office and admin tasks
- Write blog posts relevant to our members and support with sharing member news on social media

Office Management

- Design and implement office policies
- Meet and greet all visitors - including potential members and event guests
- Organise cleaning, repairs, food & beverage stock and IT
- Responsible for maintaining and improving current members experience: good working environment and spaces.

ABOUT YOU

- Previous office management or hospitality experience
- Fluent in Dutch and strong in English
- Sense of responsibility and initiative
- Thrives under pressure
- Numerical accuracy
- Comfortable working in a fast moving, startup environment
- A doer - practical, flexible, able to get stuff done.
- Excellent organisational and communications skills
- Good people skills; positive, honest and creates confidence in others.
- An understanding and interest in the maker world, tech and innovations is a bonus but not a necessity.

WHAT WE OFFER YOU:

- Dependent on experience - 20,000-25,000 EUR per annum gross
- Working hours: 32 hours per week
- Makerversity membership with access to all tools and machines for own projects, access to Autodesk software and other member perks

APPLICATION PROCESS:

Please send a copy of your CV and a covering letter to hallo@makerversity.org by Monday January 1st. Please include 'Community Manager' in the subject and detail availability to start work. We plan to hold interviews week commencing 8th January.

If you have any questions drop us an email at hallo@makerversity.org