



Status: Subject to contract
Job Title: Community Manager
Reports to: Area Community Manager
Location: Projects Beach
Salary: £26,000
Working hours: 37.5

To apply, please email: alex@projectsclub.co.uk with your CV + outline why you are interested in the position
Deadline for applications: Friday 8th December

At Projects, our mission is to provide a home for better business.

We provide inspiring and inclusive work spaces that benefit people and respect our planet. We prioritise creating environments where everyone can thrive personally and professionally. Our commitment to informed decision-making and sustainable practices ensures that we not only support businesses in their growth but also contribute to a better future.

The Community Manager is an essential role within the Projects team. It is the Community Manager's responsibility to look after the building and those who work from it, ensuring that we provide world class customer service at all times, with the support of the Area Community Manager.

The Community Manager will have a lot of room to develop their career as this role is multifaceted and an instrumental part of the business's success.

The key parts of this role and opportunities for development are:

- Work alongside the Area Community Manager to sell memberships and onboard new members in an exemplary and on-brand manner with the priority goal being to maintain a consistent membership base with high NPS score
- Work alongside the Area Community Manager to ensure high standards of building are maintained and space is fully compliant with H&S
- Work under the guidance of the Marketing and Events Manager to run the Projects' programme of events
- Support the Community Associate at Beach with the development of their role and management of their responsibilities

Responsibilities:

- Sales and Membership Processes – Follow the processes which enable Projects to achieve a consistent membership base, supporting Area Community Manager on sales, from initial enquiry through to onboarding
- Member Connections – Nurturing relationship and collaboration between members. Delivering excellent customer service to prospective and current members. Ensuring a warm, welcoming environment to members and visitors to the building. Support Marketing and Events Manager in member events including communication and delivery of events working towards high NPS
- Operations – Operating and updating the back of house systems. Responding to, and escalating member queries and maintenance issues. Supporting team to ensure the space is always maintained in an inclusive manner
- Team Development – Taking part in cross departmental training, offering constructive feedback and development opportunities for team to understand more about the Community Manager role and responsibilities
- Accounts – Being responsible for the receipts, budgets and allocated spend limits for all operational related items at Projects Beach
- Maintenance – Raising maintenance and cleaning issues and managing through to resolution, whilst

being a direct contact on site for contractors and cleaners, with the support of the Area Community Manager, managing expectations with Projects community where disruption occurs. Raising any health and safety concerns with the Area Community Manager immediately

- Better Business – Working alongside the Directors and rest of the team to ensure Projects is conducting business in a conscious manner to maximise profit whilst supporting people and planet where possible using B-Corp as a framework. Proudly representing brand and promoting the mission using our values and tone of voice to guide behaviour

As Projects develops, so will the responsibilities of the Community Manager role. It is important to note that these key responsibilities may evolve and change over time as the business grows and gains presence.

Requirements:

- Experience in hospitality, facilities management or property management desirable
- Organised, motivated and personable
- Proactive approach to problem solving, can do attitude, tenacious
- Excellent communication and customer care skills
- Working as a team player and capable of working with minimum supervision

Benefits:

We are a small team and want to hear from you about what benefits you want. We'll do our best to implement them! Currently, we have the following perks available for you to make the most out of:



A budget of £2k per person a year for your development

This can be used for courses, events, books, mentors, software. We will agree when filling out your personal development plan what the budget can be used for and when in the year to spend it



Tacos

Everyone has 5 virtual tacos to give out each day via Slack. Give your team members tacos to show gratitude and recognise everything from small wins to huge accomplishments. You'll receive them in the same way then be able to cash them in to receive rewards from vouchers for incredible local restaurants to fully paid days off



Counselling

We have an arrangement with an award winning therapist called Jess Adams. If you'd like an hour's session with her, completely confidentially, then you can either arrange this as a one off or monthly through your line manager, or Director of Strategy, Brand and Culture, or directly with Jess here. The feedback from the team on the value in this is incredible



Quarterly hang outs, decided on by team

Every 3 months, we have a team social which is purely for us to have fun and get to know one another better. During the monthly team meetings, you'll get to share your ideas on what the next social should entail and then vote on the options. So far, we've done some brilliant things from watching live comedy to going to an immersive theatre in London, go-karting to cooking classes



Bespoke upskilling training programme

We have a comprehensive training programme for Projects' employees which consists of monthly 'Afternoon Tea Academy' sessions whereby we have an external trainer in to provide a workshop for us as we eat a delicious afternoon tea - the sessions we have are decided upon by us as a team and so far, we have had workshops on personal finances and time management. We also regularly provide bespoke training to assist our team with their development, these include brand and tone of voice training, leadership training, sales training and B Corp focused training, too



Monthly lunch out budget

There is a budget allocated to you to get a drink of your choice out and about with your manager once a month so you can catch up off site. We understand the importance of being able to leave the buildings so you can gain perspective and hopefully some creative ideas, too. We also have a budget for you to have a nice lunch if your choice each month ordered in or to be enjoyed at a local venue with your fellow team members. We love dumplings, donuts and vegan sausage rolls. We look forward to finding out your favourites



Teas, coffees, fresh fruit

We offer you free unlimited teas, coffees and fresh fruit to keep you feeling your best

Gym access + paddle board hire

You can use the gym at Beach whenever you want and book our paddle board to take down to the beach!



Podcast suite

You can also use the podcast suite for free outside of office hours!

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We are committed to supporting diversity, equity and inclusion at Projects. We actively celebrate colleagues' different abilities, sexual orientation, ethnicity, faith, and gender. Everyone is welcome and supported in their development at all stages in their journey with us.

One of our core values is to include. We work with Exceptional Individuals to provide a neurodiversity assessment for any member of team who wishes to take one, this is supported by the Access To Work Fund, and enables support software, equipment and training to be put in place to make the world of work more accessible for those who experience neurodivergence. From Grammarly to noise cancelling headphones to stress management workshops, this fund is put to incredible use to make Projects an even more inclusive employer.