



## **One Roof Community Manager**

Role: Community Manager

Report to: CEO

Start Date: 1 April 2018

The Head of Community serves one of the most crucial roles at One Roof. This person is focused on ensuring One Roof delivers an exceptional experience for its members.

We are on the hunt for a personable individual who can be front facing and who genuinely loves meeting new people and has an innate ability to support, nurture and connect. Our Community Manager is the first person people meet when they enter the One Roof building and leaves the greatest impression.

This person is responsible for our member satisfaction and retention. One Roof maintains a very high standard of both. Their role is to carry the 'vibe' and community at One Roof. Community is crucial to everything we do and is the number one reason why our members love One Roof so much.

### **What's in it for you?**

#### *The team*

You will work with a truly supportive, collaborative and passionate team of people who work hard whilst always having a lot of fun. We work together to support and elevate one another. We meet regularly for team meetings and quarterly for strategy meetings. We use these meetings to share ideas and skills. We have regular team bonding activities and take the time to celebrate our wins together.

#### *The environment & opportunities*

You will be working in a unique environment where you have access to meet and learn from a diverse array of start-ups and small businesses. We

encourage you to get involved in networking events as well as personal and professional development opportunities that regularly arise including leadership programs. One Roof will support you.

## **Your Tasks as Community Manager**

### *Community Engagement*

- Relationship management with our trial and current members as well as external clients who book our meeting rooms and event venue
- Point of contact for trial members
- Manage on-boarding for new members
- Host and manage regular community engagement events
- Manage internal communications to One Roof members both online and offline
- Meet targets for attendance of community engagement events
- Meet with members on a regular basis to garner feedback to improve the One Roof offering and action that feedback
- Make introductions between members in the space and with experts and mentors
- Constantly up to date on member success stories to be shared amongst the community and publicly
- Work with our Marketing person to profile members, their success stories and promote events on social media.
- Assisting the Events Manager in the set up, pack down and hosting of events on an as needs basis

### *Facilities and Space*

- Receptionist with the role of greeting members and their guests
- Managing our mailing service
- Assisting members with any questions related to printing, meeting rooms booking systems, facilities and general use of the space
- Managing and delegating tasks to the Space Host
- Leading the facilities needed for new members and the set up of new offices.
- Set up and pack down for meetings and workshops

### *Ideal added skills*

- Social media, digital marketing
- Strong business / commercial nous with an ability to understand our members' business challenges and come up with solutions, curate events and workshops and make relevant introductions to people in our network.
- Experience in working with start-ups

### *Important Metrics*

- Reaching targets for member retention
- Reaching targets for community engagement attendance

- Regular high rankings in surveys to determine member satisfaction
- Providing an overall outstanding experience for members
- Tracking and reaching our social impact targets

## **About One Roof**

One Roof is Australia's leading co-working space dedicated to women-led businesses. One Roof's vision is to become the #1 trusted brand for women in business with One Roof co-working spaces in most major cities around Australia in the next 5 years.

One Roof's mission is to remove the barriers that exist for women to succeed in business. One Roof provides tailored business support, access to networks and helps members become investor ready. Much more than a co-working space One Roof provides everything you need to succeed in business all under one roof.

We are located in Southbank occupy over 1000sqm and we are home to 80+ businesses across a range of industries including small business, social enterprises and high growth startups. One Roof has an amazing buzz and is constantly full of action. One Roof is built on values of community, support and innovation. We have a strong community and a team who really work together to create positive change and an exceptional experience for our members.

Please email [hello@oneroofwomen.com](mailto:hello@oneroofwomen.com) with a one page CV as well as a paragraph or one-minute video on why you are the perfect person for the One Roof Community Manager role. We hope to welcome you to the team!

