Community and Office Manager
ideaSpace West

ideaSpace exists to create the best community for, and environment to support, the creation of high impact ventures in Cambridge.

Role Summary

The Community and Office Manager is primarily responsible for leading all communications activities including a member and alumni event programme and managing ideaSpace west.

- **Communications**
  Develop high quality content for stories, articles, newsletters, websites and other communication channels to enable the ideaSpace community to learn from each other, discover opportunities and celebrate achievements.

- **Office Management**
  Effective management of the West Cambridge office to ensure that it is a productive and attractive environment for members and guests to work in, whilst fostering community engagement.

- **Event Management**
  Responsibility for creating, planning and delivering member, alumni and community events.

Reporting and Support
The Community and Office Manager will:
- Report to the ideaSpace Operations Manager
- Work in conjunction with the ideaSpace Director

The ideaSpace team

The Community and Office Manager will be employed by IfM Education and Consultancy Services in the ideaSpace team, based in the ideaSpace West office, Hauser Forum, Charles Babbage Road, Cambridge.

The ideaSpace Team is made up of the ideaSpace Director, the Community and Office Manager and the Operations Manager and is responsible for providing support to founders. The team are also responsible for managing the two ideaSpace offices and facilities and facilitating communication between founders, alumni and the wider community.

IfM Education and Consultancy Services

	Aims	Activities	Outputs	Time
1.	**Communications**	1. Write articles and stories for the ideaSpace community, based on member activity, ideaSpace events and wider community activity. 2. Update and maintain the member news and information sections of the ideaSpace portal 3. Build and maintain the ideaSpace social media accounts 4. Design, write and circulate weekly newsletter weekly and internal office newsletter as appropriate 5. Creating posters/invitations web based and print for community events	A regular stream of articles and tips to connect the ideaSpace community together virtually. An active learning community within the ideaSpace membership. Enhancing the profile of the ideaSpace community by sharing the learnings and achievements of our members and alumni.	40%
2.	**Office Management**	1. Catalysing and supporting a strong member community 2. Ensuring appropriate standards of reception and other services, housekeeping, health and safety and facilities. 3. Presenting a personalized, proactive and flexible approach with members and incoming enquiries. 4. Basic frontline IT support. 5. Induction for new members with follow-up. 6. Office specific newsletter, network and event management.	A professional work environment where our members can work and learn from each other. Members feeling a part of and responsible for their office environment. An inclusive workspace that enhances the development of members as founders, their teams and their ventures.	35%
3.	**Event Management**	1. Produce an annual event project plan for cross-site iS events. 2. Lead member and alumni events at all offices	Events that bring the wider ideaSpace community together and in person to foster learning, connection and ideaSpace cultural development.	25%

Competences Sought

Knowledge and Understanding	Skills	Experience	Traits
Writing engaging and informative articles and other media content Community management face to face and using online and offline tools Office Management, administration Event planning and management Personalized service/customer service Web content IT Systems	Clear and concise writing style Ability to address issues promptly with a personalised approach Effective, friendly and professional communication style with a wide range of people both in person, via telephone and by email Effective Planning and organisational skills Creative mindset and ability	Writing and media production Event Management Facilities & Health and Safety Management Writing web content Database/CRM Project management and planning Design experience desirable Office Management experience desirable	Self-confidence Curiosity Comfortable working as part of a remote team Personable & friendly Pro-active Enjoy learning and developing The ability to adapt to situations Have a "can do" attitude with the desire to get stuck in Creative

Application Process

Please apply to Kate Willsher, HR Manager: kew54@cam.ac.uk by 17:00 on Friday 27th May 2016.