Membership and Office Manager (Full-time 37.5 hours per week.)
ideaSpace Cambridge Biomedical Campus.

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

Role Summary

The Membership and Office Manager is primarily responsible leading activities related to ideaSpace membership administration, performance and impact data, and for managing the ideaSpace Cambridge Biomedical Campus (CBC) location.

- **Membership management**
  Managing of ideaSpace membership enquiries and recruitment processes. Managing ideaSpace membership payments.
  Monitoring and reporting on ideaSpace membership programme satisfaction and performance. Managing alumni and external relationships.

- **Office Management**
  Providing effective management of the CBC office to ensure that it is a productive and attractive environment for members and guests to work in.
  Facilitating community engagement.

- **Data Management**
  Managing and maintaining ideaSpace information systems, ensuring accurate and current data is available. Analysing data and producing reports to demonstrate the impact of ideaSpace activities
  Gathering data and producing profiles demonstrating impact of ideaSpace members

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

The ideaSpace team

The ideaSpace Team is made up of the ideaSpace Director, the Community and Office Managers and the Operations Manager and is responsible for providing support to founders, managing the three ideaSpace offices and facilities and facilitating communication between founders, alumni and the wider community. The team is employed by IfM Education and Consultancy Services Ltd.

IfM | Education and Consultancy Services

	Aims	Activities	Outputs	Time
1.	**Membership management**	1. Act as the ideaSpace first point of contact for all enquiries. 2. Managing of ideaSpace membership enquiries and recruitment processes. 3. Managing ideaSpace membership payments, including credit control. 4. Monitoring and reporting on ideaSpace membership programme satisfaction and performance. 5. Maintaining and building alumni and external relationships.	A good customer experience for enquiries and recruitment. Membership accounts are managed effectively and compassionately. Actionable data showing how well ideaSpace is serving its members and how it could improve. Reputation is maintained and protected. Good communication with external stakeholders.	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. | **Data Management** | 1. Developing, managing and maintaining ideaSpace information systems, ensuring accurate and current data is available.

2. Analysing data and producing reports to demonstrate the impact of ideaSpace activities

3. Gathering data and producing profiles demonstrating impact of ideaSpace members | ideaSpace has a strong understanding of its contribution to the Cambridge entrepreneurial ecosystem.

ideaSpace is aware of the development of its members and alumni.

ideaSpace can effectively articulate and demonstrate its value to the University of Cambridge and the Cambridge entrepreneurial ecosystem. | 25% |

Person profile

Knowledge and Understanding	Skills	Experience	Traits
Data gathering and management Financial management Community management face to face and using online and offline tools Office Management Customer service Web content Meeting minutes IT Systems	Survey construction and administration. Data preparation and presentation. Ability to solve issues promptly with a personalised approach Effective, friendly and professional communication style Effective Planning and organisational skills Remote working	Office Management experience Facilities & Health and Safety Management Database/CRM Project management and planning	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 Analytical

How to apply: Please send a CV and covering letter to Kate Willsher kew54@cam.ac.uk by 17.00 on Friday 12th August 2016