Community and Office Manager (Maternity cover)
ideaSpace West

Part-time 21 hours a week – Wednesday, Thursday, Friday. £32,154 (pro-rated on 39hrs working week)

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

ideaSpace activity is focused around its membership program for startup founders. The program uses its offices as a catalyst to bring together the Cambridge startup community to support founders as they develop as founders discovering and developing new business models to deliver high impact innovations.

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

- **Communications**
  Use stories, articles, newsletters, websites and other communication techniques 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.

The role is based at ideaSpace West Charles Babbage Road, Cambridge. The Communities and Office Manager will work in conjunction with the ideaSpace Director and the wider ideaSpace team, who are based at ideaSpace City (Laundress Lane, Cambridge) and ideaSpace South (Biomedical campus, Cambridge)

The ideaSpace team is employed by IfM Education and Consultancy Services Ltd, under contract from the University of Cambridge.

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**PLEASE NOTE:** to apply for this job you must complete this form (if link doesn't work, please copy and paste in your browser):

[https://ifmecs.typeform.com/to/kNkKrY](https://ifmecs.typeform.com/to/kNkKrY)
<table>
<thead>
<tr>
<th>Aims</th>
<th>Activities</th>
<th>Outputs</th>
<th>Time</th>
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| 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%  |
| 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%  |
| Event Management     | 1. Organise and where appropriate, lead member and alumni events at all offices, including the Friday afternoon ‘Mix & Mingle’ at ideaSpace West. | Events that bring the wider ideaSpace community together and in person to foster learning, connection and ideaSpace cultural development. | 25%  |
## Competences Sought

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<thead>
<tr>
<th>Knowledge and Understanding</th>
<th>Skills</th>
<th>Experience</th>
<th>Traits</th>
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<tbody>
<tr>
<td>• Production of engaging and informative articles and other media content</td>
<td>• Clear and concise writing style</td>
<td>• Writing and media production</td>
<td>• Self-confidence</td>
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<td>• Community management face to face and using online and offline tools</td>
<td>• Ability to solve issues promptly with a personalized approach</td>
<td>• Office Management experience desirable</td>
<td>• Curiosity</td>
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<td>• Office Management/Admin</td>
<td>• Effective, friendly and professional communication style with a wide range of people both in person, via telephone and by email</td>
<td>• Event Management</td>
<td>• Comfortable working as part of a remote team</td>
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<td>• Event planning and management</td>
<td>• Effective Planning and organizational skills</td>
<td>• Facilities &amp; Health and Safety Management</td>
<td>• Personable &amp; friendly</td>
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<td>• Personalized service/customer service</td>
<td>• Creative mindset and ability</td>
<td>• Writing web content</td>
<td>• Pro-active mindset</td>
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<td>• Web content</td>
<td>• Remote working</td>
<td>• Database/CRM</td>
<td>• Enjoy learning and developing</td>
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<tr>
<td>• IT Systems</td>
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<td>• Project management and planning</td>
<td>• The ability to adapt to situations</td>
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- Writing web content
- Database/CRM
- Project management and planning
- Design experience desirable

### How to apply:
Please send a CV and covering letter to Alison Martin [aem91@cam.ac.uk](mailto:aem91@cam.ac.uk), Senior Administrator (HR and Operations), IfM Education & Consultancy Services.

### Closing date:
17 October 2019. 17.00