

Design Manager

Updated 08/11/2018

Position:	Design Manager
Organisation:	Hub Australia Pty Ltd
Start date:	January 2019
Probationary period:	6 months from original start date
Location:	National role, based in Sydney
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00 (Mon - Fri), and at other such times as are reasonably necessary given the project driven nature of the role. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone & mobile data allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 2000 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

Your new role:

As Design Manager, you will play an integral role in ensuring that our clubhouse designs create a world leading coworking experience for our members. You will work in close collaboration with the Chief Property Office (CPO), Design and Projects Manager, City General Managers, Chief Product Officer and the broader Clubhouse Operations, Product and Member Experience teams across the organisation.

Not only will you be responsible for new build designs, you will also be responsible for continually improving our existing spaces through refurbishments, enhancements and upgrades to comply with our ever-evolving Hub Design Bible and Room Data Sheets.

You will play a key role in new clubhouse design assessments, the preparation of test fit plans for the space, space budgets, preparation of a detailed schedule of landlord upgrade works, and an overall design statement to assess whether the potential site is suited Hub's brand and the requirements of our members.

You'll be the lead point of contact for external design organisations / architects relating to design development and you will develop long term relationships with key partners (consultants, contractors and suppliers) to drive value through education efficiencies and discounted fee rates.

You will work closely with the Design and Project Manager throughout all major projects to coordinate the activities of external design partners, as well as the various Hub stakeholders. External partners and internal stakeholders need to be very clear on our quality, time and cost parameters for each project – we cannot afford to have projects which are over budget, behind programme, or not to the desired quality standard.

Design standards – Quality and consistency of offering

- Continually review and update the Hub Design Bible and Room Data Sheets to ensure that our clubhouse designs create a world leading coworking experience for our members;
- Undertake a comprehensive Hub design bible/RDS review with key stakeholders at least every 3 months, and on the completion of every major project, to ensure that delivery learnings and member/general manager feedback is being taken into account in the design of new clubhouses;
- Implement data collection projects to provide relevant and accurate data upon which to base design decisions;

- Investigate competitor coworking and flexoffice offerings, and well as broader workspace design evolution, to ensure that Hub provides a member experience that is amongst the very best.

Space Budgets – Optimise use of space

- In conjunction with Clubhouse Operations, Product, and Member Experience Teams, optimise Space budgets for every clubhouse every year prior to financial budgeting season to optimise profitability and usage.

Existing Clubhouse Operations – Continual improvement

- Undertake a comprehensive review of all existing clubhouses each financial year and provide a detailed and costed upgrade and improvement plan (refurbishments, enhancements, upgrades to comply with evolving Hub Design Bible and Room Data Sheets, etc);
- Review improvement plans for each clubhouse with City General Manager and Chief Product Officer;
- Design and implement improvement projects working closely with the Design and Project Manager.

New Clubhouse Operations – Deliver the best

- Work closely with the Design and Projects Manager and Chief Property Officer (CPO) on a detailed technical due diligence evaluation for all potential new clubhouse sites. This will involve a design assessment, the preparation of test fit plans for the space, space budgets, preparation of a detailed schedule of landlord upgrade works, and an overall design statement to assess whether the potential site is suited Hub's brand and the requirements of our members;
- Work with the CPO on new site premises negotiations, providing support as required with landlord upgrade works and revised test fit plans/space budgets for site feasibility modelling;
- For all new clubhouse projects you will be the lead point of contact for external design organisations / architects relating to design development;
- Select and engage external design partners in conjunction with the Design and Projects Manager, based on a detailed scope of work which captures everything that Hub requires from its partners;

- Develop long term relationships with key partners (consultants, contractors and suppliers), and drive value from a smaller pool of business partners, through both education efficiencies, and from discounted fee rates;
- Provide a comprehensive briefing to design partners for each site, making them aware of the site specific requirements, nature of the landlord obligations, and the desired outcome for Hub and our members. No two sites are the same;
- Work closely with the Design and Projects Manager throughout all major projects to coordinate the activities of external design partners, as well as the various Hub stakeholders. External partners and internal stakeholders need to be very clear on our quality, time and cost parameters for each project – We cannot afford to have projects which are over budget, behind programme, or not to the desired quality standard;
- Be an active member of the project team when the works are on site, in partnership with the Design and Projects Manager. Manage quality, design challenges presented when the works are on site, and vehemently hold onto the desired design outcome.

Be a Hub Ambassador – Spread the message with enthusiasm

- Ensure that Hub is a world leader in design and workplace experience. Research, publish, speak, be an ambassador for flexible work space design and the Hub brand;
- Participate in the Management Team, provide design leadership and be a positive influencer of the importance of great design and design process to the Hub business and to our members;
- Live and breathe the Hub CARABalous values: Collaboration, Accountability, Resourcefulness, Adaptability, and Beyond profit.

Important metrics:

- KPI's will be developed that are specific to your role and the plan for the year ahead. These are generally updated every 6 months in line with our Hub6 goals.

What you'll need:

- 7 years minimum experience specialising in workplace design, ideally with some experience in ABW and flexible office environments and coworking;
- Experience in hospitality design (café, restaurant, hotels) desirable.

- Enthusiasm and energy for your role, for coworking, and for Hub;
- A collaborative approach to your work – we have lots of internal stakeholders, members, and broader project teams to involve and motivate;
- An eye for detail – It's the small things that often make a big impact;
- Excellent time management skills – there is a lot to do!
- Software skills relevant for your role – CAD; REVIT; MS Project/Gantt chart software; typical business software.

What you'll be rewarded with:

- Be a key member of an energetic, dynamic and fun national team who stand for more than their bottom line;
- Be part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world;
- A personalised training and professional development program to grow your skills and career;
- Be supported to make social and environmental impact with paid volunteer leave each year;
- Biannual company-wide conference – these are a lot of fun!
- All this while working in one of Hub Australia's beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with **HUB DESIGN MANAGER** in the headline. We look forward to hearing from you.