

Community Lead

Updated November 2018

Position:	Community Lead
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, City General Manager (Brisbane)
Start date:	Mid January 2019
Probationary period:	6 months from original start date
Location:	Anzac Square (Brisbane)
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Purpose of this role

The Community Lead is a business development dynamo, has exceptional interpersonal skills, and is an excellent communicator. In their role, they take the lead on ensuring Clubhouse occupancy and retention targets are met, and are responsible and accountable for revenue targets.

The Community Lead builds and maintains a thriving, vibrant and collaborative member community within and around our Brisbane coworking space (or 'Clubhouse'), including activation of our member admin portal (MAP) and digital channels. The role delivers the Hub member journey, assisting Clubhouse members to build social and business connections that fuel collaboration, innovation and success.

A thriving Clubhouse community maintained by the Community Lead increases retention and fuels occupancy targets. New Clubhouse members come from success and growth from within the community, referrals from members, and desire to connect with our diverse and national membership base.

The Community Lead also manages the Clubhouse, in collaboration with the Space Lead, and works to meet their Clubhouse expense targets with Hub management.

Responsibilities by function:

Member journey & community activation

- Take each member through the relevant Hub member journey to include; monthly face to face member check ins.
- Collaborate with Clubhouse members to create and deliver regular community programming events (these are fun events that cultivate collaboration bringing our members together)
- Continue to evolve the member journey in collaboration with team
- Organise and facilitate member community events
- Help members of the Hub community do business with each other and with our broader network
- Facilitate commercial connections and opportunities for members to help their business evolve and grow
- Utilise MAP as the portal for all member engagement and communications, and to supplement in-space community activity
 - Facilitate local content and collaborate with the Content & Partnerships Lead to maintain a thriving digital community, including adding details on events and activities, collecting member stories, facilitating local members to share their news, etc.
 - Living and breathing our values: Collaboration, Accountability, Resourceful, Adaptability, and Beyond Profit.

New members & sales funnel management

- Deliver tours and trial day experiences to prospective members, and help prospective members to a buying decision
- Build and maintain a waiting list for Clubhouse membership products.

Clubhouse management, general awesomeness and ongoing development of the Hub Australia Business

- Hosting duties as required by the front desk
- Manage specific Clubhouse revenue and expense category targets
- Hit venue hire targets
- Review member data and identify areas for improvement
- Identifying and implementing continuous improvement processes & procedures
- Working as a dynamic team with the General Manager, Space Lead and casual support staff.

Important Metrics:

- Operating Profit Targets (EBITA)
- Member Retention (Churn rates)
- Sales Conversion Rate
- Member check-ins

Skills that are essential for this role

- A genuine passion for managing client relationships and the ability to analyse, develop and cultivate new business with new existing members
- You have a keen eye for detail and you sweat the small stuff that makes a member experience unique and authentic.
- Influential communication skills both written and verbal
- Ability to juggle competing priorities whilst remaining solutions focused
- Systems and tech savvy; you are able to fix basic tech issues and provide level 1 support
- Strong time management skills and excellent attention to detail.

Required training and experience

- 1 - 2 years' experience in a fast-paced customer service environment
- Facilities and tech experience
- The ability to build strong internal and external relationships and work more independently with time
- Most importantly; a desire to grow and learn with a dynamic, growing and supportive community.

What you'll be rewarded with:

- Being a key member of an energetic, dynamic and fun national team who stands for more than their bottom line
- Being 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
- Having access to a personalised training and professional development program to grow your skills and career
- Being supported to make social and environmental impact with paid volunteer leave each year
- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

All this while working in one of Australia's most beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with Community Lead (AS) in the headline. We look forward to hearing from you.