

Space Lead

Updated June 2018

Position:	Space Lead
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, City General Manager (Brisbane)
Start date:	ASAP
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

As Space Lead, you will help to deliver top notch customer experiences by learning the ins and outs of our community, providing a warm welcome, maintaining a pristine clubhouse through morning, midday and evening space resets and supporting the Community Lead, Clubhouse Manager and New Member Lead with member administration, facilities and tech requirements.

As you work to maintain an awesome facility, you'll be accountable for ensuring expense targets are met or beaten and that Clubhouse supplies are stocked and ordered in a timely manner. You'll help to support with clubhouse events and will help to generate member communications also. In this role, you'll work hand in hand with another onsite our front line and operations team.

As Space Lead, you will meet regularly with your manager and the City Facilities, Infrastructure and Tech Lead to define areas of improvement and opportunities to contribute to Hub Australia. You'll be encouraged to bring forward ideas and insights you are passionate about and to be open, reflective, and collaborative.

Responsibility by function

Collaborating with the Community Lead, Hosting the Space and Managing Casual Staff

- Checking in daily with the Clubhouse Manager and Community Lead to assure smooth and awesome experiences for members in the Clubhouse throughout the day and week
- Ensuring Hub members & space users are welcomed and able to find their coworking spot, event or meeting venue, or person they are meeting, including sign-in/check-in processes where required
- Learning and knowing the names of all clubhouse members
- Responding to the space needs of Hub members to ensure their Hub experience is an awesome and successful one
- Supporting the Clubhouse Manager and Community Lead with programming within the space, including weekly Mixed Bag Lunches
- Assisting with membership administration.

Space Maintenance and Tech Support

- Managing the Clubhouse space so that it is orderly, beautiful, welcoming and functional
- Being the Clubhouse Tech Rep, providing basic (Level 1&2) IT support for Clubhouse users and participating in the national management of Clubhouse IT needs
- Participating in quarterly space evaluations and actioning needs for improvement
- Administration and maintenance of meeting rooms as needed
- Maintaining a register of Space Management requirements, timelines, resolution, etc., and working with the Hub management, fellow Space Leads in other Clubhouses, and other Hub Australia staff as required to ensure tasks and activities are resolved in a timely fashion
- Undertake basic maintenance tasks at Clubhouse, such as changing light bulbs, fixing furniture, putting up pictures, etc.
- Coordinating and project managing onsite maintenance and works as required.

Member Communications, including the use of Member Admin Portal (MP – Member Portal)

- Ensuring members are aware of any changes, etiquette and events via in-space posters, TV screens and projected images, information sharing at community events etc. to ensure members are informed on key space related activities
- Utilising MP, pushing all communications regarding Hosting issues and Space Maintenance via MP to Clubhouse members
- Encouraging members to refer to MP as first port of call for any space-related matters, including a MAP 'call to action' with any non- MP communications
- Administration of MP Marketplace, i.e. swipe pass (Salto Locks), mailbox purchases and car park.

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

- Managing specific Clubhouse revenue and expense category targets, as allocated in the annual budget, and work with the Clubhouse Manager, Community Lead and Hub management to ensure the clubhouse is profitable and expenses are at or below budget
- Managing the Clubhouse expense spreadsheets and credit card use, including uploading of receipts and banking money once a month
- Managing the purchase of supplies necessary to operate the Clubhouse and run community events
- Reviewing member exit survey results and identifying areas for improvement
- Identifying opportunities to offer Hub Australia learning opportunities related to your role, including contributing to the company policy and best practice.

Key Performance Indicators

- Space Evaluation Score
- Expense control (variance report)
- Membership Targets / Revenue / Member Retention
- Hub Health Index results – Member satisfaction

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 and 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
- The satisfaction and challenge of enabling an inspiring and diverse network of over 1000 members nationally and connecting them globally
- Being part of a B-Corp certified company with a vision and plan to make a difference
- Two paid days per year on company time to undertake volunteering
- Working from one of the coolest workplaces in town
- Phone allowance and use of a (Hub Owned) MacBook
- Personalised training and development program to the value of \$1000 annually.

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