



## Our Community House Community Manager

### Position Description

Updated April 2021

#### Key details

<b>Position:</b>	Community Manager
<b>Organisation:</b>	Our Community House Pty Ltd
<b>Reports to:</b>	General Manager
<b>Start date:</b>	May 2021
<b>Location:</b>	552 Victoria St, North Melbourne VIC 3051
<b>Employment type:</b>	Permanent part-time (from 3 days a week - 0.6 FTE)
<b>Hours:</b>	8:30 – 17:00, Monday to Friday
<b>Salary:</b>	To be discussed at interview stage
<b>Leave entitlements:</b>	As per leave policy

#### About Our Community House

Our Community House is a coworking space for social sector organisations located on Wurundjeri Country, North Melbourne, Victoria. Our Community House brings together more than 400 not-for-profit and social enterprise workers to share facilities, collaborate and rethink how change is made in Australia.

Backed by Australia's leading social investors and managed by Our Community – one of Australia's first and most successful social enterprises – Our Community House is a modern, sustainable, art-filled, human-centred workplace that's designed to inspire innovation, creativity and inclusion.

#### Overview of Responsibilities

The Community Manager is the first and most important face of our organisation, from welcoming members and guests to responding to questions or concerns, the Community Manager is responsible for providing our members with Our Community House's high standard of service. This includes the daily operations of Our Community House, opening, closing and welcoming tasks and ensuring member amenities and services are maintained.

The Community Manager is also responsible for communications with members, our social media content and newsletter, helping to manage and deliver events as well as developing a deep understanding of our membership so that we can support our members as best we can.

As a space dedicated to serving the needs of social sector workers, you must have an engaging and warm manner, be friendly, highly professional with a great work ethic and positive attitude. You should be described as highly organised, resourceful and a self-starter able to handle details well and promote our ethos of innovation, creativity and inclusion.

## Areas of Responsibility

### Member Services:

- Manage the provision of services and amenities offered at Our Community House.
- Greet all members and guests to Our Community House at our Hello Desk.
- Manage the email inbox, ensuring responses are timely, helpful and thoughtful.
- Answer internal and external phone calls in a professional manner.
- Assist members with issues or inquiries as they arise.
- Coordinate and provide a range of administrative support services including mail and courier services (receiving and dispatching), filing, emailing, scanning, photocopying, printing and preparation of correspondence.
- Manage meeting room bookings, enquires, invoicing and issue resolution.
- Manage catering orders, preparation and clean-up of meeting and training rooms.
- Manage meeting room set up, including AV requirements and pack down.
- Ensure all areas and surrounds are clean, tidy and welcoming at all times.
- Tidy kitchen, when possible, including stacking and unstacking the dishwashers, wiping surfaces and re-positioning appliances.
- Follow the daily opening and closing tasks checklist.
- Ensure office security.
- Provide prospective members with meaningful tour experiences of Our Community House.

### Community Management and Communication:

- Develop a deep knowledge of our members and how we can better support them at Our Community House.
- Work with our members, partners and other team members to develop and deliver event programming and community initiatives.
- Work with the General Manager to grow our membership and to lead the onboarding of new members and member organisations.
- Identify opportunities for connection and acting on them to connect members.
- Manage internal and external communication for Our Community House.
- Collaborate with members to develop appropriate content for internal and external communications.
- Create and publish content across our social media channels and manage engagement across those channels.
- Draft our monthly member newsletter.
- Develop and improve systems and procedures that improve the operation of Our Community House.

## Key Selection Criteria

We are looking for someone with strong customer service and member-management experience, exceptional communication skills, a strong work ethic and the ability to work autonomously and within a small team environment. You will be well-presented and have:

- 3+ years' experience working in a hosting environment or similar environment where exceptional customer service was the priority.
- A record of achievement in creating a wide range of communications (e.g. web content, newsletters, social media posts, EDMs) for a wide range of audiences.
- A talent for concise, clear and compelling storytelling that aligns with our mission and tone of voice.
- Outstanding communication, interpersonal and relationship building skills.
- Sales, social media and/or communication experience.
- Demonstrated ability to build, maintain and manage relationships and partnerships.
- Excellent attention to detail with the ability to analyse and solve problems.
- Strong time management and organisational skills.
- The ability to work with limited supervision.
- High degree of confidentiality and professionalism.
- Strong computer skills including the full range of Microsoft Office applications (Our Community House uses Sharepoint and OfficeRnD, a cloud-based system for managing membership and services).

## Personal Qualities

- Happy to roll up your sleeves and be part of our team.
- A natural collaborator who enjoys interacting with a broad range of members, staff and guests.
- A clear and confident communicator.
- Proactive, anticipating needs of members and the space.
- Able to juggle multiple activities.
- An engaged listener.
- Naturally curious and have a keen interest in the not-for-profit sector and our member organisations.
- Pride yourself on exceeding expectations, no matter the task at hand.
- Passionate about delivering exceptional service both internally and externally.

## Successful Applicants

- Must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- Will be required to undertake a Police Check.
- Will be subject to a probationary period of three (3) months.

## Other Relevant Information

Our Community House is located at 552 Victoria St, North Melbourne VIC 3051.

To apply, please complete our online application form at  
<https://ourcommunity.smartygrants.com.au/OCHcommunitymanager>.