

The — Platform

PURPOSESTUDIO



COMMUNITY LEAD - PART TIME 0.6 FTE

Position:	Community Lead
Organisation:	The Platform & Purpose Studio
Reports to:	General Manager
Start date:	Immediate start
Location:	L3, 256 Adelaide Terrace, Perth WA
Employment type:	Part time 3 days a week (0.6 FTE), 12 months fixed term
Days of work:	Tuesday, Thursday, Friday with availability to work after-hours for events Some ability to work from home after the initial period of onboarding

WHAT YOU'LL NEED TO SUCCEED IN THIS ROLE

YOU ARE A CONNECTOR AND YOU ARE GREAT AT MANAGING RELATIONSHIPS

You enjoy meeting new people and connecting them to other people in your network. You form relationships easily and love nothing more than to bring people together! You have a demonstrated track record of developing positive relationships with diverse stakeholder and community groups.

YOU HAVE 3-5 YEARS EXPERIENCE OF MANAGING EVENTS

You are perfectly comfortable organising events from start to finish, working with a team to develop marketing, drive ticket sales and pull it all together 'on the day'. You are also familiar with transferring all the skills required to a virtual event environment.

YOU THRIVE IN THE START-UP ENVIRONMENT

You are flexible and understand that your role requires 'wearing multiple hats'. You are extremely organised, efficient and know when to 'switch hats' on a daily basis, operating at different speeds depending on what deliverables are due that week. You understand and enjoy the hard work required in this environment and you are willing to help wherever needed. You are tech-savvy and know your way around multiple platforms that include, but are not limited to: G Suite, Adobe, Canva, Nexodus, Microsoft office, Mailchimp and more.

YOU HAVE A TRAINED EYE FOR DETAIL AND AESTHETICS

You have demonstrated strong time management skills, excellent attention to detail, and a strong sense of aesthetics. You are driven by delivering the ultimate customer (member) experience.

YOU HAVE AN ENTREPRENEURIAL MINDSET

You are an excellent communicator (written and verbal), a quick-thinker and are solutions focussed. You are patient and able to work through challenges. You see possibilities, and enjoy solving problems.

YOU CARE ABOUT CREATING POSITIVE CHANGE

People and their stories matter to you. You enjoy volunteering and often find opportunities to contribute towards positive change in your community.

ABOUT THE ROLE

The Platform has a dynamic future and we are looking for a motivated, experienced and energetic Community Lead to join our skilled team. The primary role of the Community Lead is to manage and grow The Platform's membership-based community by way of events, innovative initiatives and sector-wide engagement. You will have ongoing opportunities to contribute and influence the direction of the organisation in your role. The role has the potential to grow into a full-time position.

RESPONSIBILITIES

MEMBER MANAGEMENT

- Deliver a welcoming and personable experience to our members and their visitors
- Make introductions within the member community and to external networks for business opportunities
- Answer general phone and email enquiries - ensuring a timely, helpful and thoughtful response
- Develop and manage strong professional working relationships with our members
- Check in on members regularly to understand their ongoing experience
- Be intuitive to the needs of our member community, such as curating events based on members' interests
- Assist members to resolve issues, process incidents as they arise and other issues of complexity such as AV enquiries, general event logistical enquiries, lost and found, printing queries and more
- Handle member administration that include, but are not limited to: Keycard access, online induction of the spaces, onboarding new members and account setup, upgrading/downgrading their memberships and more
- Provide feedback to members on various matters such as event bump in/out
- Room bookings and troubleshooting on our online bookings platform
- Invoice queries and member accounts management
- Conduct Open House Tours of the venue
- Create monthly email newsletters that include, but are not limited to: member updates, industry news, upcoming events, collaboration opportunities and more
- Communicate company policies/procedures and inform members on building issues via email or in person
- Attend occasional events held by our members

GROWTH AND ENGAGEMENT

- Identify, create and implement strategies for growth of the membership community
- Drive engagement and connectivity with the broader not-for-profit and social sector
- Manage and convert new leads

EVENTS CURATION AND MANAGEMENT

- Organise and facilitate ongoing online events, as well as in-person events that align with company strategy, from start to finish
- Duties include but are not limited to: reporting post-event, managing a budget, driving marketing and promotions of events, logistical coordination of events
- Effectively delegate tasks to our team of casual volunteers

EXPERIENCE

Minimum 3 years industry experience in events, community building, client relationship management, and growing membership-based networks. Previous start-up/business experience is not essential but will be highly favoured. Remuneration will be based on experience.

ABOUT THE PLATFORM AND PURPOSE STUDIO

The Platform is a Not-for-profit events and collaborative space that exists to engage and empower change makers in Perth. Our vision is to connect people and purpose for good through events and community.

In August 2018, The Platform launched Purpose Studio, a shared studio space with a focus on building a likeminded community of organisations whose core purpose is to create sustainable and positive social impact. The Platform and Purpose Studio is an initiative of Faith Community Church, created exclusively for not-for-profits and social enterprises.

You can expect us to move fast, work hard, have fun, and challenge each other. We look out for each other and respect the unique skill set and perspective each team member brings into the fold. You will be working in an agile start up environment, amongst other social entrepreneurs, not to mention, in a beautifully designed space in Perth CBD.

APPLY NOW

If you believe you meet the above description, please send your CV and cover letter to careers@purposestudio.com.au by 27 July 2019, 6:00pm AWST.

Any queries can also be directed to careers@purposestudio.com.au

Late applications will not be considered.