



We are hiring...

Catalyst Inc and Danske Bank UK are joining forces to create an exciting co-working space in Danske Bank's Flagship HQ building, Belfast City Centre. The space is dedicated to the growing cluster of early stage technology companies operating in the finance space who are ambitious to scale up and expand into new markets. An online portal is also being rolled out to support start-ups, connecting them with talent, investors, events and best practice tools, alongside facilitating open innovation between start-ups.

The two initiatives will grow entrepreneurship and start-up activity, generating significant economic growth and job creation within Northern Ireland, helping growth start-ups connect with critical resources such as talent and capital.

With plans to open by early September, we are recruiting for a **Community Manager** to join the Catalyst Inc team to manage the day-to-day operations of our exciting new co-working space in Belfast City Centre.

Key Information

- Full time
- Salary up to maximum of £28k including potential for discretionary bonus
- Competitive Benefits Package
- Based at Danske HQ building, Donegall Square West, Belfast
- Reporting to Head of Programmes at Connect
- Closing date for applications is Friday, 27th July at 10am
- Interviews to be held week commencing 06th August 2018

Our Vision for Northern Ireland

Our vision for Northern Ireland is a community of innovators so powerful its people can change the world. Our role is to provide the home, networks and the empathy to nurture anyone with the talent and ambition to develop world leading products and services that will transform NI into one of the most entrepreneurial knowledge economies in Europe.

Our values

Our values can't be taught they are just who we are. They are embedded in all roles and all applicants must align with the attitudes and behaviours of Catalyst Inc as part of the recruitment process.

Integrity – Do the right thing, regardless

Be Bold – Be ambitious and dare to be different

Passion – We love what we do



The Role

Working as an integral member of the Catalyst Inc team, the Community Manager will be responsible for the successful day-to-day running of the space to create a collaborative working environment that creates an exceptional user experience.

Functions

Operations

- Day-to-day on-boarding and support to co-working applicants including
 - prospective tenant viewings,
 - management of licences,
 - initial assessment of applications
 - due diligence
 - induction
- Ensuring readiness of Catalyst Belfast Fintech Space for new tenant, liaising with Danske Facilities Management as appropriate e.g. desk and space set-up and tenant access card provision
- Daily management of Catalyst Belfast Fintech co-working space (daily relationship and needs, manage calendar and room-booking etc.)

Business Development

- Responding to all inbound enquiries in an efficient and professional manner
- Identify potential suitable co-working applicants (liaising with Catalyst Inc. as required), and converting to users
- Organising events, viewings and bookings, co-ordination of space, event management, AV/AU, telecoms, catering. Liaising as appropriate with Danske Facilities Management Team e.g. for access card provision, audio-visual, other facilities

Community

- Manage community initiatives designed to create connections between co-working users
- Collaboration with wider Catalyst Inc and Danske Bank colleagues
- Engage in the larger community by attending events and networking with local start-ups
- Maintaining an ongoing general awareness of co-working businesses growth, expansion requirements etc.
- Design and implement rules, guidelines and best practices for the community to optimise member experience
- Working flexible hours and collaboratively with other members of the Co-Working and Hub team to ensure roles/events are effectively covered



Administration

- Customer experience records - monthly meetings with co-workers to ensure suitability of user, and learn receive and action feedback from users
- Monitor progress and track Co working KPIs, in line with KPI targets agreed.
- Produce and deliver written and verbal reports and presentations on a regular basis to the Steering Team.

The Person

Areas to be assessed	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Secondary education 	<ul style="list-style-type: none"> • Relevant degree in marketing or business related disciplines
Experience/knowledge	<ul style="list-style-type: none"> • 2+ years' experience in customer facing roles (ideally hospitality or sales) 	<ul style="list-style-type: none"> • Experience of working with technology, for example, audio visual, tele and video-conferencing, Wi-Fi, etc. • At least two years programme or event management experience including effective promotion, creative design and delivery
Skills/qualities	<ul style="list-style-type: none"> • Strong commercial awareness • Strategic business use of social media including Twitter, Facebook, Instagram and LinkedIn • Highly competent in CRM solutions e.g. Salesforce • Exceptional team-player • Excellent communicator • Strong interpersonal skills • Organised, self-motivated and excellent time management 	<ul style="list-style-type: none"> • Experienced networker • Experience managing budgets
Special requirements	<ul style="list-style-type: none"> • Proof of right to work in the UK • On occasions to work evenings and weekends for events 	



Criteria may be enhanced to aid shortlisting. Exceptional candidates who do not meet the criteria may be considered for the role provided they have the necessary skills and experience.