

Block Community Manager

Location: 90-100 De Beauvoir Road, London N1 4EN

Reports to: Head of Commercial Property



About the Role:

We are seeking a vibrant and proactive Block Community Manager to be the face and heart of our workspace community at 90-100 De Beauvoir Road. You will play a pivotal role in creating a welcoming and thriving environment for our members and tenants, ensuring they receive exceptional service and a positive experience. This involves managing front-of-house operations, building strong relationships with tenants, and collaborating with colleagues to enhance the overall workspace experience.

Key Responsibilities:

Front of House and Community Building:

- Deliver exceptional customer service: Be the first point of contact for members, tenants, and guests, providing a warm welcome and addressing their needs with a helpful and professional demeanour.
- Manage front-of-house operations:
 - Answer phones and respond to email enquiries promptly and efficiently.
 - Greet guests and maintain a tidy and inviting reception area.
 - Manage meeting room bookings, ensuring smooth and efficient scheduling.
 - Oversee deliveries, handle incoming and outgoing mail, and manage the intercom system.
 - Send out notices to tenants and keep notice boards up-to-date with relevant information.
 - Manage and monitor delivery lockers and other reception-based applications.
- Cultivate a strong community: Proactively build and maintain positive relationships with tenants, fostering a sense of community and belonging within the workspace. Organise events and initiatives that encourage interaction and collaboration among members.
- Conduct building tours: Showcase the workspace and its amenities to prospective tenants, highlighting the benefits and features of our community.

Tenant Onboarding and Administration:

- Streamline the onboarding process: Ensure a smooth and efficient onboarding experience for new tenants, including creating and issuing membership contracts.

- **Manage tenant information:** Maintain accurate and up-to-date tenant records within the Essensys system, including uploading new licenses, updating contact information, and terminating licenses as required.
- **Handle tenant accounts:** Collaborate with the accounts team on invoice queries and chase tenant arrears, reporting any issues to the Head of Commercial Property.

Operations and Facilities:

- **Maintain communal areas:** Ensure the café, studio, and dedicated workspace areas are fully stocked, tidy, and well-maintained, creating a pleasant and functional environment for all.
- **Manage budgets:** Prepare annual income and expenditure budgets for these areas, recommending improvements and additions to enhance the tenant experience.
- **Oversee essential services:** Manage printing facilities and maintain welcome packs for new tenants.
- **Collaborate on improvements:** Work with the Operations Manager on building improvements and maintenance projects to ensure a high-quality workspace.

Marketing and Events:

- **Welcome new tenants:** Send welcome emails to new tenants, providing them with essential information and a warm introduction to the community.
- **Collaborate on marketing efforts:**
 - Work with the Marketing Manager to ensure the website and online tenant portal are up-to-date and user-friendly.
 - Provide input to ensure the building and coworking areas are advertised effectively to attract new tenants.
- **Organize community events:** Collaborate with the Operations Manager to implement a regular schedule of events and activities designed to engage the block community and foster a sense of belonging.

Skills and Experience:

- **Customer service excellence:** Proven experience in a customer-facing role, ideally within a property management, hospitality, or community-focused environment, with a demonstrated ability to provide outstanding service.
- **Strong communication and interpersonal skills:** Excellent communication skills, both written and verbal, with the ability to build rapport and maintain positive relationships with a diverse range of people.
- **Organisational and administrative proficiency:** Strong organisational and administrative skills, with meticulous attention to detail and the ability to manage multiple tasks effectively.

- IT literacy: Proficient in using IT systems, including Microsoft Office Suite and property management software (e.g., Essensys).
- Teamwork and initiative: Ability to work both independently and as part of a team, demonstrating initiative and a proactive approach to problem-solving.
- Community building passion: A genuine passion for creating a vibrant and engaging community, with a positive and enthusiastic attitude.

To Apply:

Please submit your CV and a covering letter outlining your relevant experience and suitability for the role.