

AGILE CITY

Job opportunity: Civic House Manager - Maternity Cover

We, [Agile City CIC](#), are delighted to announce an opportunity for a **10 month maternity cover** contract for **Civic House Manager**.

[Civic House](#) is a workspace, venue and canteen that supports a **community of people working across social and cultural enterprise**.

We are seeking an **ambitious, self motivated** and **people-focused** manager to deliver an excellent service across our **coworking space, event hires, and facility management**. Agile City operates across two buildings - Civic House & Glue Factory - the role works closely with the manager of Glue Factory - to share ideas and support both buildings to provide complementary but distinct offers. Civic House is our public facing space, so the manager should have **experience** and **passion for delivering events** within the cultural and social enterprise sectors.

The manager will be responsible for delivering against a clearly defined business plan to **ensure the commercial aspirations are realised** through **workspace memberships, hires of the venue, meeting room and project spaces**.

The manager will be the public face of Civic House - a **dedicated guardian** of the building - ensuring the facilities are well managed to create a **welcoming and inviting space** for members, clients and guests.

Contract details

Days / hours	4 days / 30 hrs per week. Based at Civic House, with occasional remote working. Due to the nature of events, hires and building management there is a requirement for flexibility and some work out of hours in the evenings and/or weekends.
Contract type:	Fixed term contract - 10 months (December 2021 - September 2022). Probationary period - 3 months. Annual leave - 28 days (pro rata) and 4 well-being days. Pension - auto enrolment onto Nest pension scheme at 3%
Salary:	£22 - 24,000 pro-rata. (Salary calculated at 0.8 FTE - 4 day week)

Key personal qualities:

- Personable and approachable - someone who enjoys working with people and organisations across sectors to grow opportunities for connection and collaboration
- Practical and strategic - has a passion for learning through doing and enjoys a balance of planning, management and practical delivery
- Takes initiative and is self-motivated – we seek someone who can deliver Civic House with vision and confidence. As a member of a small team it is essential to take a calm, focused and professional approach to a busy working environment
- Entrepreneurial with financial management experience - as a social enterprise all our operating costs are covered by revenue. Civic House is a core business unit within the organisation and the manager will be responsible for realising its potential through commercial aptitude and working to self-generated income targets
- Passionate about creating positive impact through bringing a space to life through cultural and social activity.

Responsibilities

Business development

- Income is generated via two main sources - coworking membership and hires of spaces for events, workshops and meetings. Income and profitability targets are set on an annual basis and reviewed at a monthly finance meeting.
- You will be responsible for working creatively towards these targets and present successes and challenges on a monthly basis.
- Ensure diligent financial management of the Civic House account, working closely with our Finance Officer.

Workspace

- Community management - establishing a welcoming and inclusive environment to support the work of its members and create connections and opportunities where possible
- Respond efficiently and considerately to any issues
- Seeking relevant partnerships with institutions or stakeholders to build city-wide networks and improve the experience/opportunities of existing members.
- Administration – fielding enquiries, developing digital management systems

- First point of contact - acting as the 'floor manager' for the space, the successful candidate will be friendly and approachable, take prospective members on tours of the space and act as the building's representative

Events

- Oversee all hire and event enquiries - be the first point of contact and responsible to the successful delivery through all stages of enquiry, planning and delivery.
- Act as the conduit between a client and their access to the space - responding to the needs of the client, delegate to events staff and be held accountable if any issues arise.
- Establish a keen understanding of the relationship the events have to the workspace and identity of the building, curating the activity in the space to benefit it's reputation and income generation. This should always be considered in line with strategic direction for the building and the principles of the company.
- Administration - fielding enquiries, negotiating rates, generating paperwork, ensuring calendars are up to date, contributing to ongoing refinement of digital management systems to improve efficiencies
- Staffing - manage with freelance events staff, bar staff, technical staff to ensure events and hires are delivered successfully

Building management

- Manage regular safety checks, drafting & updating emergency plans when needed
- Oversee maintenance schedules and monitoring maintenance budgets
- Manage any building-related issues, acting as first contact for the building when dealing with emergency or maintenance services
- Hiring & liaising with subcontracted services for the maintenance of the building – i.e, cleaners, plumbers/electricians, internet providers, refuse contracts – that support the day-to-day running of the space
- The project manager must have a keen eye - to observe and act upon any arising issues, seeking out areas for improvement or efficiencies where possible.

Comms & Marketing

- Responsible for Civic House website updates, listings and comms.
- Marketing & comms – oversee the social media profiles of Civic House to connect with our audiences and raise the profile of our spaces to drive enquiries and attendance
- Ensure internal communications are clear and consistent with members and users of the building - ensure a clear and friendly voice.

Skills and attributes	Essential / desirable
Event management experience - self produced and facilitated events - ie. talks, workshops, festivals, food, drink	Essential
Marketing and comms - social media, email marketing, Wordpress website management	Essential
Effective time management - ability to prioritise workload to deliver projects while ensuring daily, weekly, monthly activities are managed effectively	Essential
Highly organised and system focused - someone who finds professional satisfaction in being well-organised and designing systems to enhance productivity.	Essential
Experience of implementing and managing health and safety policies and procedures	Desirable
Experience of working in a mixed used creative building	Essential
Experience of managing tenant leases and / or membership agreements	Desirable
Experience in managing external contractors and trades people Ability to be a good team leader and to manage freelance staff and contractors	Desirable
Personable with a teamplayer mindset - keen to get involved with projects and respond positively to flexible nature of working in a small team / company	Essential
Excellent communication skills in spoken and written English	Essential
IT skills - adept in word processing, spreadsheets, email, task management systems and calendar management	Essential
Finance admin - experience using XERO (or similar) finance software	Desirable
Experience using Google Workspace & G-Drive	Desirable

Responsible for:	Responsible to:
Event and Front of House freelance staff	Line manager: Director (with support from board)
Tech support	Team: Glue Factory Manager, Finance Officer
Cleaning and building management freelance staff	Audience: studio holders, members, project partners
External contractors - builders, service providers, trades people	

How to apply

Any questions - hello@agile-city.com

Complete application form - [via link here](#)

Send a CV - hello@agile-city.com

Deadline - Wednesday 3rd November 2021, 12 noon

Applicants will be informed of interview - Friday 5th November

Interviews - Tuesday 9th & Wednesday 10th November