

Space Lead Position Description (Customs House)

Updated Nov 2018

Position:	Space Lead (Customs House)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, Clubhouse Manager (Customs House)
Start date:	July 2019
Probationary period:	6 months from original start date
Salary band	B
Location:	Customs House (Sydney)
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 08:30 and 16:30 (Mon - Fri). In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of organisations. We have over 2500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

Purpose of this role:

As Space Lead, you will help to deliver top notch customer experiences by learning the ins and outs of our community, providing a warm welcome, maintaining a pristine Clubhouse through morning, midday and evening space resets and supporting the Community Lead, Clubhouse Manager and New Member Lead with member administration, facilities and tech requirements.

As you work to maintain an awesome facility, you'll be accountable for ensuring expense targets are met or beaten and that Clubhouse supplies are stocked and ordered in a timely manner. You'll help to support with Clubhouse events and will help to generate member communications.

As Space Lead, you'll meet regularly with your manager and the City Facilities, Infrastructure and Tech Lead to define areas of improvement and opportunities to contribute to Hub Australia. You'll be encouraged to bring forward ideas and insights you are passionate about and to be open, reflective, and collaborative.

Responsibility by function:

Collaborating with the Community Lead, Hosting the Space and Managing Casual Staff

- Checking in daily with the Clubhouse Manager and Community Lead to assure smooth and awesome experiences for members in the Clubhouse throughout the day and week
- Ensuring Hub members & space users are welcomed and able to find their coworking spot, event or meeting venue, or person they are meeting, including sign-in/check-in processes where required
- Learning and knowing the names of all Clubhouse members
- Responding to the space needs of Hub members to ensure their Hub experience is an awesome and successful one
- Coordinate with Community Lead to support members with moving in/out of the space, ensure office condition reports are completed in a timely fashion
- Supporting the Clubhouse Manager and Community Lead with programming within the space.
- Assisting with membership administration.
- Training and overseeing Casual Staff covering Space duties.

Space Maintenance and Tech Support

- Managing the Clubhouse space so it's orderly, beautiful, welcoming and functional, consistent with National specifications (Experience Data Sheets)
- Being the Clubhouse Tech Rep, providing basic (Level 1&2) IT support for Clubhouse users and participating in the national management of Clubhouse IT needs
- Participating in quarterly space evaluations and actioning needs for improvement
- Administration and maintenance of meeting rooms as needed
- Maintaining a register of Space Management requirements, timelines, resolution, etc., and working with the Hub management, fellow Space Leads in other Clubhouses, and other Hub Australia staff as required to ensure tasks and activities are resolved in a timely fashion
- Undertake basic maintenance tasks at Clubhouse, such as changing light bulbs, fixing furniture, putting up pictures, etc.
- Coordinating and project managing onsite maintenance and works as required.

Member Communications, including the use of Member Admin Portal (MP – Member Portal)

- Ensuring members are aware of any changes, etiquette and events via in-space posters, TV screens and projected images, information sharing at community events etc. to ensure members are informed on key space related activities
- Manage the escalation of complex technical and facilities issues to our Tech and Facilities Team via a support ticketing system, maintaining member-facing communications as a solution is in process
- Utilising MP as our member portal, pushing all communications regarding Hosting issues and Space Maintenance via MP to Clubhouse members
- Encouraging members to refer to MP as first port of call for any space-related matters, including a MAP 'call to action' with any non- MP communications
- Administration of MP Marketplace, i.e. access pass (Salto Locks), mailbox purchases and adding printing credit.

Clubhouse management, general awesomeness and ongoing development of the Hub Australia Business

- Managing specific Clubhouse revenue and expense category targets, as allocated in the annual budget, and work with the Clubhouse Manager, Community Lead and Hub management to ensure the Clubhouse is profitable and expenses are at or below budget
- Managing Clubhouse expense spreadsheets and credit card use, including uploading of receipts
- Managing purchase of supplies necessary to operate the Clubhouse and run community events
- Reviewing member exit survey results and identifying areas for improvement
- Identifying opportunities to offer Hub Australia learning opportunities related to your role, including contributing to the company policy and best practice.

Key Performance Indicators

- Clubhouse EBITDA, member retention
- Hub Happiness Index (Customer Satisfaction Survey)
- Track expenses relating to Clubhouse supply orders with 100% accuracy

Skills/Attributes that are essential for this role

- A genuine passion for managing client relationships and the ability to analyse, develop and cultivate new business with new and existing members
- You have a keen eye for detail and sweat the small stuff that makes member experiences unique and authentic
- Influential communication skills both written and verbal
- Strong time management skills and able to juggle competing priorities whilst remaining solutions focused
- Systems and tech savvy; you are able to fix basic tech issues and provide level 1 support
- The ability to build strong internal and external relationships, work well in a team and independently

- Most importantly; a desire to grow and learn with a dynamic, growing and supportive community.

Required training and experience

- 1 - 2 years' experience in a fast-paced customer service environment
- Facilities and tech support experience well regarded

What you'll be rewarded with

- Being a key member of an energetic, dynamic and fun national team
- The satisfaction and challenge of enabling an inspiring and diverse network of over 2,500 members nationally and connecting them globally
- Being part of a B-Corp certified company with a vision and plan to make a difference
- Two paid days per year on company time to undertake volunteering
- Working from one of the coolest workplaces in town
- Phone allowance and use of a (Hub owned) MacBook
- Personalised training and development program to the value of \$1000 annually.

All this while working in one of Australia's most beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with Space Lead (CH) in the headline. We look forward to hearing from you.