

## **OPERATIONS MANAGER AT LIFEWORK COMMUNITIES**

### **(Guide salary £22.5k)**

This position will be responsible for overall management of lifework community operations and all related departments, such as technology, memberships, supplies and suppliers, configuration of the space and energy and waste management. Working with the Community Manager this role will also support the central management team as needed.

Whether you're seeking entry-level employment or a new opportunity to expand your profession, we offer a chance to engage with the local community, build relationships and develop your skills and the local proposition for lifework communities.

### **What you'll be doing**

- Be a positive, welcoming and helpful force for good at the front of house. Exemplifying how to treat the members like guests.
- Upkeep of technology and the understanding and ability to troubleshoot it or have a disaster recovery plan. Bookings, wifi and internet speed, printing are all crucial services and this role will need to ensure there is 100% upkeep of these services for the co-working environment.
- Facilitate the multi-purpose nature of the space with a willingness to reconfigure and rethink the space for the various uses.
- Upkeep of furniture and accessories in the space including their repair, refurbish or re-use where possible.
- Monitor energy and electricity usage, report it and work to reduce / optimise.
- Manage waste and understand whether it can be used as a resource within lifework or locally on or around the farm.
- Identify any opportunities to join forces with local people or businesses to achieve better against any of these goals or improve the offering.
- Ensure that any products we source and use in lifework are sustainably sourced from responsible suppliers and that we are conscious about the level of consumption.
- Influence behaviours and be an ambassador of all things sustainable. Learn about and encourage sustainable behaviours and use position to influence re-use, repair, refurbishment, and recycling.
- Working with Community Manager to constantly gather feedback and look to improve the lifework space and how it works for our guests.
- Complete usage reports for space and communicate to the central team.
- Identify opportunities for further membership sales; work with community manager, social channel owner and central team to make campaigns.
- Manage cleaning contract and ensure level of cleaning is to a COVID compliant standard.
- Take care of plants, feed and water where necessary and according to care instructions.

## What we're looking for

- Process all guests' requests, disputes and claims. Via the app and in person.
- Offer support on the lifework app.
- Understand tech set-up within space (wi-fi & internet, sound, printing, monitors, projectors) and be able to help customers where needed.
- Coordinate with social channel manager to share latest news and / or interesting updates.
- Organise event timetable for 1 evening per week (ramping up to 2 after 1 year).
- Build programme of community projects with recruited members to help, volunteer or just get involved when they can.
- Reconcile payments for meeting rooms with customers and ensure booking are upheld and / or managed correctly.
- Take payments via stripe terminal for BCorp retail section.
- Support Operations Caretaker and have or be willing to learn barista skills on coffee machine.
- Support Operations Caretaker and take payments for coffee & cake or understand how to add it to account.
- Establish and maintain operating procedures and work-flows for the role and interactions.
- Create and keep updated the frequently asked questions section of the app
- Inspire and motivate as front of house to deliver outstanding service to Members and guests.
- Develop the small team and individual skills to ensure performance to the highest possible level.
- Recruit, on-board and continuously develop the team where required (dependant on growth).
- Provide constructive feedback to management on how to improve the offer, facilities, and location.
- Create and share summary reports for weeks activity from the app. Check processes have worked according to plan and register, action or escalate adjustments required.

## Benefits

- Experience in a similar hospitality role.
- Excellent communication and listening skills.
- Excellent customer experience understanding and high standards of execution.
- A problem solver - you are a highly resourceful thinker who is quick on your feet and a fast learner.
- Entrepreneurial spirit and a passion for working in a dynamic and spirited environment.
- To cope with the responsibilities of the role, we would need someone of high integrity who is flexible, dependable, responsible, independent and empathetic.
- Motivation and strong work ethics.
- Flexible schedule.
- Computer savvy with PC's and Mac's.
- Willing to learn barista skills and other food and beverage service to customers.
- An interest in sustainability and building communities.

**Please apply with CV and covering letter to: [hello@thelifeworkgroup.com](mailto:hello@thelifeworkgroup.com)**

\*By adding your details you are agreeing to lifework communities' use of your data in accordance with our privacy policy.