

**Build Studios**  
**Community and Content Manager**  
**Part-time position (afternoons)**  
**Job Description**

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The Community and Content Manager will be responsible for delivering a first class experience to members of Build Studios and external visitors to the space – both virtually and in person.

Build Studios is a hub for the built environment. With events, education and co-working space, we aim to inspire the next generation about the built environment through collaboration and learning.

We are committed to developing a socially responsible built environment sector and work with our community to improve access, aspiration and cohesion.

Our co-working space, Build Workspace, provides office space for start-ups and small businesses in the built environment sector. All profits fund Build Studios' charitable work.

We opened in January 2017 and recently became a registered charity in August 2021. We currently run one workspace in Waterloo and are planning to expand our operations to new sites.

**Role**

The Community and Content Manager is a new position at Build Studios. The post-holder will be responsible for delivering a high-quality experience for members and visitors to the space, delivering a welcoming environment, engaging communications, and an inspiring and relevant programme of events and engagement activity.

The post-holder will be inspired by the mission of Build Studios to broaden access to the built environment sector, support small and start-up businesses and deliver social benefit alongside the provision of affordable workspace.

The post-holder will report to the Chief Executive and will collaborate closely with the (part-time) Workspace Manager. The role also offers an opportunity to get involved in Build Studios' expansion plans as we look for new sites to complement our existing premises in Waterloo.

This is a broad-ranging role, which will require some operational and customer service support alongside project delivery.

The workflow is likely to vary throughout the week, especially as our members adapt to new hybrid working patterns. The space is very busy in the middle of the week, during which time the role will be more hands-on and customer focused. Mondays and Fridays are currently quiet, as many of our members opt to work from home on these days and offer a time to catch up on desk-based tasks.

The role presents a great opportunity to get involved in the management and development of a growing and forward-thinking social enterprise.

**Attributes**

The ideal candidate will be:

- Hospitable and friendly, confident in welcoming people to Build Studios and forging excellent relationships with members, partners and guests.

- Extremely organised and accurate, with a focus on forward planning and excellent attention to detail.
- A great communicator and fluent English speaker, with excellent written English and clear communication skills.
- Creative and forward-thinking, able to identify current and emerging topics of interest, and creating content (e.g. written communications, events) to address these.
- Able to identify the business benefits of new projects and initiatives alongside their relevance to Build Studios' social objectives, including the opportunity to involve Build Studios members in their delivery.
- A self-starter; able to work both under own initiative when the sole member of staff on site, and as part of a small team when collaborating in person with colleagues.
- Calm and consistent – able to apply the rules of the workspace and offer solutions to members and guests
- Experience of communications and event management a distinct advantage
- Highly numerate, with some budgeting experience an advantage
- Committed to and inspired by the aims of Build Studios and Build Workspace.

### **Responsibilities**

- Member liaison and engagement; running tours of the workspace for prospective members and partners, maintaining a good awareness of products, services and pricing; and delivering non-operational aspects of member inductions.
- Responsible for welcoming visitors and managing access to Build Studios from 1.00pm (after part-time Workspace Manager has left for the day). Operations remain the ultimate responsibility of the Workspace Manager, but the Community and Content Manager will maintain a working knowledge of the operating systems at Build Studios in order to troubleshoot any simple issues that may arise.
- Developing and delivering events programme for Build Studios members and external audiences, with input from the CEO, including quarterly member socials and thematic events on current and emerging themes in the built environment sector, in person and online.
- Co-ordinating and delivering internal and external communications, ensuring key messages about Build Studios and Build Workspace are communicated and followed through across all channels – including website, social media, newsletters, intranet and member handbook; briefing (part-time) marketing and communications assistant on required social media updates; and liaising with CEO and communications freelancer to ensure strategy is aligned.
- Managing Build Studios' mailing list and ensuring it is kept up to date.
- Liaising with Build Studios members and partners about their current projects and priorities, identifying and implementing opportunities for collaboration.
- Supporting the Chief Executive with the development of new products and services, including Build Studios' plans to expand to new premises.
- Contributing to fundraising efforts and the writing of funding applications.
- Managing Build Studios' careers enrichment programme; sourcing volunteer businesses to speak in schools and monitoring engagement.
- Contributing to the development of the Build Studios and Build Workspace business plans, scoping out projects and producing project budgets

- Contributing to the Build Studios and Build Workspace annual reports, the preparation of papers for Board meetings and researching topics of interest.
- Other tasks as required from time to time to deliver smooth and efficient management of Build Studios

**Term**

Permanent.

**Location**

The role is based on site at Build Studios' premises on Westminster Bridge Road in Waterloo.

**Hours****12.30-5.30pm**

Core hours are 12.30-5.30pm.

**Salary**

Between £25-28,000 per annum pro rata depending on experience. (£16,675-£18,676 per annum for 5 hour working day)

**Employer**

The contract of employment would be with Build Workspace. Build Workspace is a wholly owned subsidiary company of Build Studios, which manages the space on its behalf.

**How to apply**

Please send a CV and covering letter, explaining why you think you would be well suited to the job, to Helen Santer, CEO, [helen@buildstudios.co.uk](mailto:helen@buildstudios.co.uk) by Monday 17<sup>th</sup> January at 5pm.

We will acknowledge receipt of all applications. Unfortunately, we will only be able to give detailed feedback to candidates who reach the short-listing stage.