**Job description: Community Lead (“CL”)**

**Location: The Work Project, Singapore**

**Reports to:**

Country Head, Head of Operations

**Direct Reports:**

Assistant General Manager

**Internal key liaisons:**

Accounting Team

Sales Team

HQ Team

**External key liaisons:**

Customers / Key accounts

CapitaLand Property Management Team

Contractors, Vendors & Suppliers

Marketing Channel Partners

**Introduction:**

The Work Project is a membership-based workplace that delivers an entirely new working experience. Our “Houses” provide the most complete environment for today’s workforce and aim to create value by influencing and improving the way human beings work. Featuring the finest design, products, multi-sensory environment, state of the art technology and service, we offer a truly holistic environment to make your spirits soar! The Work Project is hiring a diverse group of people united by the desire to create the ultimate workplace. We are looking for people who share our vision, our core values, and people who are looking for a place to work that inspires them, challenges them, and makes them proud to come to work. A place where innovation and service come from the heart, not from a handbook. A place that never stops innovating and continuously delights and excites each and every one of our customers to come to work. After the successful opening of The Work Project Hong Kong in 2016 which has recently been recognized as one of the best co-working spaces by South China Morning Post and Wallpaper magazine, we are working hard in creating another beautiful space for the knowledge workers of today and tomorrow.

We invite you to join us today!

**Role of Community Lead:**

The Work Project is looking for a talented and passionate **Community Lead**. This full-time position is based in Singapore and will report directly to the Operations, Assistant General Manager / General Manager.

**Goals:**

* To live the shared vision of The Work Project and ensure the brand values and standards are met in terms of service quality.
* Work with the Community Team to create a customer experience which is unmatched in the serviced office industry.
* Ensuring that workspaces are operational and processes are running smoothly as per the brand standards.
* Take directions from the management to support the Community.

**Standard Bearer:**

* Perform the role of “Standard Bearer”, ensuring that each criteria of The Work Project brand identity, mission statement, brand promises and values are communicated, understood, achieved and maintained by service staff.
* Directly responsible for recruitment, interviewing, hiring and training employees; planning, assigning, delegating and directing work; developing talent; appraising performance; addressing complaints and resolving problems.

**Sales & Marketing:**

* Responsible for the overall management of The Work Project in the centre, producing results that meet or exceed the company’s annual budget
* Work on community initiatives designed with Community Associates to develop connections between members, including member introductions, event support, email and print communications, contracts and other collaterals.
* For any walk-in queries and leads, either escalate it to the relevant Sales team member if it’s a strategic client or take ownership of the lead and provide information and conduct a proper tour of the workspaces and convert the lead into a deal.
* Solve member-related issues to ensure a cohesive community and escalate incidents or issues when necessary.

**Third-Party Relationships Management:**

* Manage all vendor relationships directly, including pricing, contracts and performance
* Delegate procurement for operating items, ensuring that appropriate stocking and cost control measures are implemented.
* Directly manage relationship with the CapitaLand Property Management Team for building related issues; and reasonably delegate or escalate associated tasks, where required.
* Where required, assist the Director to manage relationship with existing and potential third-party partners; and continuously propose ideas to develop and execute new partnerships which are beneficial to the business.

**Events and Meeting Space Management:**

* Directly responsible for the overall management of the meetings business, ensuring best practices and standards are met by all team members.
* Directly responsible for interfacing with prospective/confirmed meeting organizers to ascertain and deliver client requirements; and reasonably delegating associated tasks to the Community Associate, where required.
* Plan and execute member engagement and community events that reinforce brand positioning

**Co-Working Space Management:**

* Directly responsible for overall management of the Co-Working Space, ensuring best practices and standards in the Operating Manual are met by all team members.
* Directly responsible for maintaining applicable preventive maintenance programs to protect the physical assets of The Work Project; and reasonably delegating or escalating associated tasks, as required.
* Directly responsible for implementing systems and policies in order for operations to comply with applicable laws, government and building rules and regulations; and reasonably delegating or escalating associated tasks, as required.
* Directly responsible for all client matters, including move-in, move-out, and client communications; and reasonably delegating associated tasks to operations teams, as required.
* Directly responsible for developing and executing the community events calendar and reasonably delegating associated tasks to operations teams, as required.
* Responsible for overall supervision of House Rules, acting as the manager-on-duty should any matter require escalation.
* Conduct site tours and deliver compelling presentations to potential members.
* Prepare and present proposals, negotiate agreements, and close deals in line with margin.
* Responsible to prepare and review monthly reports and to complete a monthly accounting work review, focusing on centre performance vs. forecast and variances to budget

**Personality:**

The personality of a person is much more important to The Work Project than what professional experience they possess. "Skills can be taught but attitude is forever". We pride ourselves to have a team with different backgrounds and skills but who share our common empathetic, collaborative and entrepreneurial values. The ideal candidate should be:

* Passionate about Lifestyle businesses, hotels or e-commerce businesses.
* Believing in sales as a medium to solve a client's problem, not to sell them a product.
* Able to work in a fast-changing environment and adapt to needs of the market.
* An excellent persona able to be the ambassador of the brand and communicate to clients and partners in a professional & endearing way.
* A team player who is willing to work in an environment where almost all responsibilities are undertaken as a team effort.
* Able to work with flexible hours and undertake other duties than the main job description as per the needs of the business.

**Experience & Requirements:**

* College graduate or diploma holder in business, communications or hospitality or other related disciplines preferred.
* Passion for customer service-oriented business operation and experience in hotels (front office, guest relations or F&B) or serviced offices or co-working spaces is required.
* Must have strong verbal and written communication skills in English.
* Able to multi-task, demonstrate integrity, dependability, responsibility, punctuality, self-awareness, team player work ethic, and empathy.
* Basic computer skills in Word, Excel, Powerpoint.
* Basic sales experience would be preferred.

**What do we offer?**

* Competitive salary & benefits package
* Eligible for annual performance bonus
* Cross exposure in future locations.
* 5-Day Work Week

For interested candidates, please send your resume to **hr@theworkproject.com** with a short description of what makes you happy and productive in a workplace.

**Website: www.theworkproject.com**