

beyond

Community Host - beyond

“to make the world a better place by empowering people to reach their potential, together.”

beyond redefines the future of work by creating spaces that inspire personal growth, meaningful connections, and lasting impact - empowering people and communities to thrive together.

We are on a mission to create inspiring spaces where everyone can become their best self, so that we can reach our full potential, together

We believe that when people are inspired and supported in a collaborative environment, they can create positive change. By nurturing individuals and communities, we're contributing to a world where meaningful work drives impact, connection fuels creativity, and collaboration.

We create inspiring, collaborative workspaces that empower individuals and teams to achieve their best. beyond offers environments where people can come together, spark new ideas, and build connections that help them reach their goals. Each workspace is designed to support and elevate personal and professional growth, fostering a spirit of collaboration.

The role

As a Community Host you are the shining star of the building, creator of exceptional member experience and service provider. For every question, favor or ask, you are there for the members, their guests, and act as the first point of contact for vendors.

Member Experience

- Responsible for an exceptional overall member experience and satisfaction KPI
- Act as the first point of contact at the front desk during business hours
- Develop, manage and maintain strong positive relationships with and among all members
- Be the owner of the building email inbox and distribute emails to the correct channels
- Be the owner of the member support ticket tool and lead and solve all members' related requests within our SLA's
- Be the collector and distributor of all mail and packaging
- Support company-wide initiatives that improve the overall customer experience, including events, promotions, and communications
- Initiate and create weekly content for our building newsletter for sign off
- Provide administrative support to the (Assistant) Community Manager
- Keep the front desk and mailroom clean and organized at all times

Operations

- Conduct building morning walkthroughs to control the quality of the building
- Escalate and follow up on building underperformance to the community manager to ensure the highest level of building quality and member experience
- Review, understand and execute the building Emergency Action Plan
- Execute in cooperation with the (Assistant) Community Manager the onboarding/offboarding process
- Responsible for stock ordering, receipt and control
- Take on small sales responsibilities and tasks
- Be enrolled in a very generous commission structure following probation period

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Events

- Create a monthly event calendar with the Assistant Community Manager and distribute event posters within the building
- Actively promote the events within the community to ensure a good turnout
- Execute events that are in the interest of our community, focussed on fostering a strong connection between members
- Develop innovative ways to surprise and delight members with the goal to create a unique experience

About You

We'd love to hear from you if you meet the qualifications below:

- 2+ years of equivalent experience in hospitality, multi-unit retail, startups, administration or any other related experience. Customer service experience is required
- Must have excellent verbal and written communication skills
- Structured and highly organized
- A born connector and Hospitality star
- Like challenges, and embrace change in a fast-paced environment
- Demonstrate integrity, dependability, responsibility, accountability, self-awareness, work ethic, and compassion
- Fluency in the English language and local language(written and spoken)

Working location

London - onsite

Interested?

If you're excited about this job, we're looking forward to seeing your application; motivation letter and your CV.

Feel free to contact Lauren Ross

Email: lauren.ross@wearebeyond.work

beyond is a workspace brand powered by infinitSpace

Just as we empower our community, we believe in empowering our team to create a positive impact in one's life, work and environment. We move fast and challenge each other, but we always make sure we look out for one another. Our culture and values are what makes working here rewarding. We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Acquisition for this vacancy is not appreciated.