

# beyond

## Community Manager - 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 Manager, you are the owner of the financial and operational performance and overall member experience. You will be fully responsible for the overall building performance. You report directly into the Community Director.

### Management

- Leader and Manager of your Community Team
- Lead and organize daily Kick-off meetings and share business information
- Organize bi-weekly one to one's with your direct reports for tailored coaching, deliver constructive feedback and support in develop/growth plans
- Review goals vs. performance of the Community team and recognize positive performance as appropriate
- Excellent time management to ensure your direct reports feel supported in their day-to-day activities
- Motivate your team and manage accountabilities for responsibilities and goals across all key areas of the business (sales, operations, finance, member experience, hospitality, and more)

### Sales

- Qualify SMB leads - convert them to tours and closed deals (inbound & outbound)
- Work closely with the Sales Team to achieve your monthly revenue and occupancy target
- Provide suitable proposal offers based the beyond sales guidelines
- Lead and execute a smooth member onboarding process
- Initiate and organize various broker campaigns and events focussed on lead generation
- Initiate and develop new leasing and marketing strategies to attract new leads
- Initiate and execute a successful referral campaign within your building
- Identify new initiatives for future improvements
- Active and accountable for member relationship management to prevent churn
- Be enrolled in a very generous commission structure following probation period

### Member Experience

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- End responsible for an exceptional overall member experience measured by infinitSpace's member experience dashboard
- Take ownership and manage the relationship with key accounts
- Member support requests being solved within infinitSpace's SLA's
- Serve as a point of escalation and be a final decision maker on beyond's policies and procedures to members
- Meet with members to resolve issues, process member terminations, and other issues of complexity
- Monitor, address and action alerts related to member satisfaction KPI's
- Accountable for Net Promoter Scores, and the overall member satisfaction
- Initiate and implement building-specific plans to improve KPI's
- Initiate and lead the communication related to business updates, process changes, company initiatives, and goals

## Operations

- Ensure that daily beyond's high quality operational standards are maintained and continuously improved
- Point of contact for our vendors and initiate and lead the vendor onboarding process
- Ensure partners have the necessary tools to succeed in their respective roles
- Hold vendors accountable for general operational policies and standards and take actions accordingly
- Engage with the building Asset Manager and Landlord in conjunction with the Real Estate team to handle any building-related escalations
- Escalate reoccurring issues related to 3rd party vendors to appropriate internal teams for resolution and problem solving
- Fully accountable for building-level Opex

## Finance

- Fully own and control the building P&L and the financial performance
- Initiate and provide input for monthly, quarterly and yearly budgets
- Initiate and implement actions for financial optimization
- Proactively take care of building payment issues, on a monthly basis
- Lead and manage financial activities for rent collection, rent increase, late payment and check returns

## About You

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

- 5+ years of equivalent experience in hospitality, marketing, multi-unit retail, startups, finance, consulting, or related experience. Customer service experience required
- 2+ years of management experience of leading a team, consisting of individual contributors
- Bachelor's Degree or equivalent experience preferably in Business, Marketing, Hospitality, or other related degrees
- Understanding and experience in leading teams
- Must have excellent verbal and written communication skills, project management, and business operations experience
- 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 (written and spoken)

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**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 (in English).**

Feel free to contact Lauren Ross

Email: [lauren.ross@wearebeyond.work](mailto: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.*