# Trampoline N.H C.I.C

*Promoting ethical leadership. Supporting community enterprise*

**ROLE PROFILE**

**Community Lead**

(Sep 2025)

**Overview**

We are Trampoline NH CIC, a social enterprise that provides business incubation services, supports community enterprises, and promotes ethical leadership in SMEs, in underserved communities.

**Introduction**

We are seeking a friendly and highly organised hub community lead to join the team at The Enterprise Hub, Trampoline's new multifaceted facility.

The ideal candidate will bring excellent customer service and communication skills, along with a strong understanding of community management and membership. They must have at least two years of experience in a similar capacity and environment and be eligible to work in the UK. This role will be key to ensuring a seamless experience for our members and service users across the Hub's diverse spaces — including co-working and networking areas, fabrication labs, a design studio, podcast recording facilities, and training suites.

The selected candidate will have a positive attitude toward entrepreneurship and the willingness to grow with us in this exciting phase of our development.

**The job**

The role will focus on delivering the following outputs:

1. Manage memberships, facility bookings, as well as our internal community engagement — ensure members' records are accurate, up-to-date, and compliant with internal systems.
2. Handle members' onboarding processes — issue and print membership cards, manage check-ins, and ensure hub users access only the facilities they are entitled to use.
3. Coordinate bookings — manage scheduling for training suites, podcast studio, and other shared spaces, in collaboration with the Office & Admin Associate.
4. Provide front-of-house and customer service support — be visible in the co-working space and FabLabs, warmly welcome members and visitors.
5. Support light-touch equipment maintenance — receive training to perform basic troubleshooting and maintenance for fabrication lab and studio equipment, to be able to rectify any small issues as they arise.

6. Monitor hub usage and feedback — collect user feedback and flag any issues to ensure continuous improvement of services.
7. Assist with hub events and tours — support open days, inductions, and showcase events for prospective members.

**Conditions of employment**

- Salary: £34,944 (Full-time equivalent).
- Hours: Monday to Saturday, 09:00am to 06:00pm; up to 48 hours per week.
- Preferred Option: Job-share (open to suggestions, e.g. 30 & 18 hours).
- Contract Type: PAYE.
- Pension Contribution: Employer (3%) and employee (minimum 5%).
- Annual Leave: 25 days (pro rata).
- Term: 24 months, renewable (subject to contract extension and meeting KPIs).
- Location: The Enterprise Hub, SE1 6NT.
- Proposed Start Date: October 2025.
- Accountable to: Head of Operations.

## JOB DESCRIPTION

Key responsibilities

1. **Membership Management**
   Ensure membership and member databases are accurate, up-to-date, and compliant with internal systems.
2. **Member Services**
   Manage, control and issue membership cards, manage check-ins, and ensure hub users access only the facilities they are entitled to.
3. **Booking Coordination**
   Manage and oversee bookings for the training suites, podcast rooms, and other facilities, working closely with the Office & Admin Associate.
4. **Front-of-House Support**
   Provide a welcoming and professional front-of-house service, manning the co-working space and FabLab.
5. **Equipment Oversight**
   Be willing to receive training for light-touch maintenance of fabrication and digital equipment (e.g., 3D printers, sewing machines). Being the go-to person for any request for equipment use and/or booking.
6. **User Monitoring**
   Collect and log feedback from members and report on hub usage to improve services.
7. **Event Assistance**
   Support hub events, member inductions, open days, and tours for prospective members.

8. **Compliance**
   Ensure health & safety standards, safeguarding, and GDPR policies are adhered to across all hub activities.

**Additional**

1. Self-administration.
2. Maintain effective paperless records.
3. Comply with GDPR (General Data Protection Regulations).

## PERSON SPECIFICATIONS

We are looking for a dynamic, excellent communicator, committed, and enthusiastic individual with very good customer services and front-of-house experience to manage our community experience.
The ideal candidate will be able to demonstrate the following skills, experience, and abilities:

***Essential:***

- At least 2 years' experience in a membership, co-working, or customer service role.
- Excellent communication and interpersonal skills, with a friendly and professional manner.
- Experience with managing membership systems, bookings, or subscriptions.
- Basic understanding of facilities or front-of-house operations.
- Strong organisational skills with attention to details.
- Proficiency with digital tools (MS Office, booking systems, CRM).
- A positive attitude toward entrepreneurship and community development.
- Willingness to work on a job-share basis and collaborate effectively within a team.
- Eligible to work in the UK.

***Desirable:***

- Experience with managing shared workspaces or creative facilities.
- Knowledge of health and safety and GDPR compliance.
- Interest in entrepreneurship, creative industries, or business support services.

**To apply, please send your updated CV and Cover Letter (max two-page each) to operations@trampolinecic.org by Sunday 05th October 2025.**
**This appointment is for start date by late October 2025.**