



We're hiring at Tara!

We are looking for a **Community Lead** to join The Tara Building and play a pivotal role in fostering our vibrant community.

As Community Lead, you'll be responsible for driving member engagement and satisfaction through garnering feedback, conducting tours, and improving the entire member journey. From managing communications to curating events and overseeing front-of-house, you'll ensure an amazing experience for all our members and clients.

We're looking for someone with customer service, hospitality and/or marketing experience, and a genuine passion for people and culture. Strong organisational and communication skills are a must, along with the ability to prioritise and manage multiple projects simultaneously.

So if you love working with people and using your initiative to drive creative ideas and projects forward successfully, we'd love to hear from you.

Reporting to: General & Marketing Manager

Days: Monday – Friday, 9am – 5pm. Should events require evening/weekend work (by prior agreement), time can be claimed back through time in lieu

Salary: €32-€37k based on strength and experience of candidate, + bonus + benefits

Job Type: Permanent full-time contract. Probation period of 6 months

The Tara Building – Who We Are

The Tara Building is an independently owned, community-led workspace in the heart of Dublin city centre. We offer coworking, private offices, meeting rooms, top class member engagement, and a beautiful rooftop garden – but most importantly, we are home to a community of ambitious, passionate people.

We are a tiny, closeknit team with big ambitions. We believe in the power of our values and a compassionate approach to positively impact people, society, and the planet.

The Tara Building Values: Community | Creativity | Sustainability | Inclusivity | Enterprise

Your Role & Responsibilities

Member & Client Satisfaction

- Oversee the entire member journey from enquiry to cancellation e.g. curating the onboarding process, arranging check-in meetings to garner feedback, conducting cancellation interviews.
- Curate the onboarding experience for new members
- Conduct building tours for potential new members and clients
- Be the point of contact for more complex member queries or issues
- Manage our annual member satisfaction survey to gain feedback
- Oversee our workspace softwares (e.g. Nexodus, Kisi, printing etc) to ensure they're working effectively with minimal issues for members.

Community Marketing

- Manage all communication to current and prospective members, including email announcements, presentations, posters, and our Nexodus events calendar
- Write our weekly member newsletter and monthly public newsletter
- Curate, promote and host member events. Assist with managing private hire & public events
- Engage with our online community over social media, capturing and posting social media content, and replying to comments and DMs
- Assist with other marketing activities such as keeping the website up to date
- Oversee our Google Reviews, actively seeking reviews to improve our rating

Front of House Experience

- Supporting front of house (working at reception approx. 2 days weekly), nurturing relationships with members & clients, ensuring amazing customer service for all
- Provide guidance, learnings, and support to the Front of House Administrator
- Assist with monitoring incoming post, phone calls and emails
- Answer external email enquiries relating to coworking, meeting rooms, and private offices
- Manage meeting room bookings and prepare the rooms
- Keep tracker lists up-to-date for new members, cancellations, office enquiries etc.

Other ad hoc duties as required.

Skills & Experience

- 3+ years of customer service, hospitality, and/or office management experience
- Marketing and communications experience is a plus
- Adept with social media and content creation
- A passion for people, culture and creative spaces is essential
- Highly organised and results-driven with strong attention to detail
- Proven time management skills, prioritising & managing multiple projects at one time
- Excellent communication & interpersonal skills
- Good at problem-solving
- Strong IT skills

Personal Characteristics

- Sociable, caring, humble yet confident, open and honest.
- Confident in questioning the way things are done in a constructive manner, and course-correcting based on feedback.
- Flexible and adaptable.
- Positive, “can do” attitude.
- A self-starter; confident in working independently, using your initiative & making decisions
- A good team member; not afraid to “roll up your sleeves” to make things happen.

Tara Benefits - Our Commitment to You

- Some flexibility with working hours
- 26 days annual leave plus public holidays and Good Friday
- 1 day of paid leave for volunteering activity
- Up to 10 days paid sick pay on probation completion
- Compassionate leave
- Bonus scheme
- Company pension scheme
- Cycle to Work scheme
- Access to our Employee Assistance Programme
- Team building activities and social events
- Free access to all Tara events and classes
- Continual professional development and career coaching

How to Apply

Please send your C.V. and a cover letter explaining why you feel like you're a good fit for The Tara Building to **hr@thetarabuilding.com**. We are open to creative ways to show us that you are the right fit! Applications will close on 26th May 2024.

To help us get to know you better, the interview process will include a McQuaig mental agility and personality test, as well as a practical task in the second round.

We can't wait to hear from you!