

## **JOB DESCRIPTION - COMMUNITY HOST & COMMUNICATIONS LEAD**

### **WELCOME TO OUR COMMUNITY**

We believe that bottom-up innovation is the key to development and the creation of a better future for Rwanda and for the world. We are passionate about bringing together entrepreneurs, creatives, and all drivers of positive social change. We envision Impact Hub Kigali as the center of the social enterprise community in Kigali. With premier community workspace and countless events and facilitated connections, we believe we will all become greater than our collective individual parts.

### **WHAT WE DO**

Impact Hubs catalyze a vibrant community, meaningful content, and an inspiring space to help you move from intention to impact. While every Impact Hub offers a collaborative space and supportive working environment, each has its own unique local flavor. Impact Hubs are curators of physical and virtual work and social spaces designed to help materialize your vision for a better world—offering a unique mix of infrastructure, connections, inspiration, and learning for people who want to move their ideas from intention to impact.

### **Each Impact Hub provides three distinct elements:**

- A vibrant community of passionate and entrepreneurial people sharing an underlying intention to bring about positive change and act as peers, cross-fertilizing and developing their ventures.
- A source of inspiration providing meaningful content through thought-provoking events, innovation labs, learning spaces, incubation programs, and facilitated conversations.
- A physical space that offers a flexible and highly functional infrastructure to work, meet, learn, and connect.

The magic happens at Impact Hub, where these three elements combine to bring your ideas to life.

### **APPLICATION INSTRUCTIONS**

1. Fill out the application form and attach your CV (not more than 2 pages) through this link: <http://bit.ly/IHKapplication-communityhost>
2. Deadline for submission of application is Sunday, 19th of May.
3. The team will get back to you by 26th of May.
4. Do not submit a cover letter.

## **COMMUNITY HOST & COMMUNICATIONS LEAD**

As a community host & communications lead you ensure that IHK's vision comes to life by working with the IHK team. You are responsible for the community's growth and management as well as for the communication and branding efforts of all IHK projects and events. Your hospitality, openness and creativity ensure IHK's goals and objectives are met or exceeded. You welcome new members and listen to the needs of our community, ensuring its wellbeing. You communicate with members, clients and the general public to ensure they know what we do and intend to do. The community host & communications lead reports to the Managing Director.

## **WHO WE ARE LOOKING FOR**

As an ideal community host and communications lead you exhibit the following qualities and provide proof of the following experience:

- Ability to connect with diverse cultural, social and educational backgrounds
- Experience working in the Kigali social, entrepreneurial, environmental, and/or cultural sectors
- Ability to work independently and to take initiative to better serve the needs of our community
- Excellent marketing and communication skills
- Creative and dedicated approach towards space, design, and community building
- Interest in learning about our community and willingness to make it grow
- Proficiency in English

## **YOUR TASKS**

As a community host, you are responsible for creating a great experience for the members and guests of Impact Hub Kigali. You are their first point of contact in the space and make sure they feel welcomed and empowered. As a communications lead, you ensure that our community and partners know what we are doing.

### ***Attracting & welcoming new members and visitors***

- Greet everyone who comes into the space, and provide tours for new members and other interested parties. You will be the first contact that people see when they enter our space. Expect to be interacting with many different people from many different walks of life, and creating a warm and inclusive environment
- Provide information about space rental and membership at all times
- Identify and attract new members into our community
- Respond to enquiries from potential members and partners by connecting them with the appropriate person in the team

### ***Taking care of the wellness of the community***

- Get to know our community – each and every one of them – by name
- Detect, listen and monitor the needs of the community. Anticipate the needs of the space & members, including furniture layout, turning on the lights when dark, cleanliness and an organized overall space for daily visitors
- Make sure our Community Members feel connected and involved in the space
- Organize a community event once a month
- Assist new members with onboarding, including use of shared spaces and resources (printers, Wi-Fi, etc.)
- Respond to member inquiries and issues regarding the physical space such as: printer operations, office supplies, Wi-Fi, and meeting room supplies.
- Keep meeting room schedule updated
- Keep records of contact information of all visitors and prospective members.
- Supporting the team in designing new ideas related to the community (services, programs, content)
- Work hand-in-hand with the administration team to follow up on member payment
- Oversee housekeeping (bills, repairs, cleanliness)
- Update membership and partners database

### **Communicating & branding what we do**

- Manage and update the website and social media channels
- Employ existing and new communications tools to obtain maximum results within budget constraints
- Manage media relationships
- Create and manage branding of all IHK activities digitally and offline
- Update events calendar for both internal and external events
- Prepare the Community Events Update for the upcoming week and display it around the space.
- Document any event by taking pictures, posting to social media, live tweeting, etc.
- Answer questions for event attendees about Impact Hub Kigali and our network.
- Engage in word-of-mouth marketing to build the network