



# TRIBE PARTY IS A PLACE THAT MAKES **GOOD THINGS HAPPEN**

We are a community coworking and creative events space based in Edinburgh. To be more precise, we are based in the community of Portobello, Edinburgh's seaside. We are a collection of social entrepreneurs, freelancers, charities, SMEs and enterprises. Tribe Party is a social enterprise and looking to expand our small team.

---

We are looking for a **Community Support Assistant** to assist our community manager in her role with supporting our membership and engagement internally and externally. You will be the first point of call at reception for members and support the running of the building.

You will be working from our coworking community hub in Portobello, Edinburgh. There is something for everyone, from hot-desking, open studios, dedicated desks, events & wellness spaces, The Edinburgh Tool Library, Glocast, Velow Bikeworks and more – all within a pebble throw of the beach.

HOURS: 6 HOURS PER WEEK

SALARY: £23,000 pro rata

Tuesday: PM: 14:30-17:30

Friday: AM or PM. Potential: 8:30-11:30 or 14:30-17:30

Plus additional hours to cover holiday and sick cover where needed.

Happy to discuss subcontracted hours if preferred.

Line Manager is the Community Manager

## **What's in it for you...**

- Working with a small and brilliant team.
- Great building to work from and wonderful people to be around
- Potential to grow your own interests in a diverse network.
- Meeting and looking after over 150 wonderful members from all professional backgrounds.



- Opportunity to learn, develop and be supported by the team.

### **Responsibilities:**

- Key holder responsibilities for opening and closing the building.
- First point of contact for telephone enquiries and emails to [more@tribeporty.org](mailto:more@tribeporty.org), directing these to the right team member.
- Welcome visitors, give tours and settle in new members.
- Assist the Community Marketing manager and the Receptionist with building management duties e.g maintaining and ordering catering, housekeeping, stationery supplies, keeping the building clean, safe and tidy.
- General stewardship of the space, ie., ensure the communal areas are fully stocked and always clean and tidy.
- Assist the Community Manager with setting up and clearing away of member events and external events as required, (e.g. coffee morning, Tribe Talks, makers market, summer party, etc).
- Taking delivery of post and parcels.
- Handling any member enquiries or concerns relating to membership, ensuring response within agreed timeframes.
- Familiarising yourself with our membership tariffs and day pass offers.
- Ensuring relevant team members are kept updated with member feedback and ensure continual improvements based on their feedback.
- Assisting the community manager to ensure accurate and secure records and correct processing of all membership enquiries, including new set up, detail changes, renewals, cancellations, freeze requests, etc.
- To self direct and organise one monthly social event with our members. This could be an existing event or a new event aligned with one's own interests.

### **Key Experience & Skill Requirements**

- You have good organisational and admin skills
- You have a strong customer service mentality
- You are confident in representing Tribe Porty within and outwith the organisation
- You have good communication skills both verbally and written
- Basic IT skills
- People person

If this sounds like you or lights you up, please get in touch with your CV and cover letter to include why we need you to [dani@tribeporty.org](mailto:dani@tribeporty.org) Find out more about us [@tribeporty.org](https://tribeporty.org).