

## The Finance Innovation Lab Community Manager

<b>Job title:</b>	Community Manager
<b>Reporting to:</b>	Head of Programmes
<b>Starting salary:</b>	£30,000 to £35,000 per annum + retirement savings options
<b>Contract type:</b>	1 year fixed term, with potential for extension subject to funding
<b>Hours:</b>	Full time (35 hours per week) – requests to work part-time (0.8 FTE) will be considered  Occasional evening and weekend work will be necessary, for which time off in lieu will be given

### Finance Innovation Lab purpose

The Finance Innovation Lab (the Lab) is a catalyst for change in the financial system. Our vision is a financial system that works for people and planet: one that is democratic, responsible and fair. We connect people who are changing the financial system, develop them as leaders and help them scale their work.

### Role purpose

To build and manage the Lab's community of purpose-driven innovators and the entrepreneurs, business leaders, investors, civil society groups and policymakers who support them.

You will act as the Lab's lead relationship manager, working with a growing, diverse community of stakeholders, and you will support the Head of Programmes to design and deliver outstanding participative events and initiatives that maximise their contribution to the Lab's mission.

### Key responsibilities

- Develop and maintain positive relationships with individuals and organisations in the Lab's community who are aligned to our vision for finance
- Work with the Head of Programmes to design and deliver engaging events that facilitate interaction between community members and enable them to participate in Lab programmes, with a particular focus on event promotion, attendee management and hosting
- Lead the implementation of a new CRM (Customer Relationship Management) system to enable the Lab team to manage relationships in a more strategic, consistent and efficient way, ensuring that we uphold the highest standards in data protection and privacy
- Ensure the community is kept up-to-date on the progress of the Lab's work, through regular newsletters and personal communication
- Research, identify and recruit new members of the community by presenting a convincing and tailored case for the value of working with the Lab
- Contribute to the development of overall Lab strategy
- Contribute to the maintenance and development of The Lab's culture by modelling collaboration, action learning and empowerment in your working practices.

## **Key skills and experience**

### **Essential**

- Experience of establishing, building and maintaining productive relationships with a range of people
- Outstanding interpersonal skills, with a high degree of emotional intelligence
- Experience of event management
- Excellent written and verbal communication skills, with the ability to translate complex information into compelling messages
- Skilled in using business software and digital communications tools; able to learn new packages in a proactive and independent way
- Able to work on your own initiative, anticipating and meeting the needs of both community members and team members
- Able to spot opportunities and convert them into tangible initiatives that create lasting impact

### **Desirable**

- A track record of building or growing a community of stakeholders in a commercial or not-for-profit context
- Experience of using CRM software
- Experience of working in or with financial businesses
- Established network of contacts in the financial sector
- Understanding of the needs of entrepreneurs and the start-up cycle
- Understanding of the failings of the current financial system and/or knowledge of emerging alternative models
- Experience of fundraising and/or other income generation strategies

### **Values and behaviours**

- Committed to the Lab's mission to build a democratic, responsible and fair financial system
- Able to adapt to a constantly evolving complex agenda, both in terms of the financial system and in terms of an innovative, growing organisation
- Highly organised and committed to high standards throughout a project, with excellent attention to detail
- Committed to reflection and learning, including sharing failures and uncertainties

We reject discrimination and inequality in all forms and we are committed to providing equal opportunities for everyone, regardless of their background. We acknowledge that people from certain backgrounds are under-represented in society and in our communities and we want to correct this. We are particularly keen to receive applications from Black, Asian and minority ethnic people; people with disabilities; people who identify as being LGTBQIA; people who have a mental health condition; and people who identify as working class or have done so in the past.