



Candidate Job Description

Job Title:	Community Manager
Location:	Cluster of Centres within a City
Reporting To:	Area Manager

ABOUT REGUS

Regus is helping to change the way the world works by leading the workplace revolution. We are the clear number one player in the rapidly growing, global flexible workplace market. We provide convenient, high-quality workplaces, for any period of time. We are the only provider with significant and growing national networks which provide an unrivalled global reach. We support our customers with the right workplace at the right price, in the right location, every time. We currently operate in over 100 countries, 900 cities and 3000 centres. We still think of ourselves as a high-growth start-up, just one that's been around a while, indeed our Founder is still our CEO.

Our primary focus is to meet the needs of our customers and to provide them with the most helpful, advanced products and services they need, to grow their business. This year, we are opening over one centre every day – that is over 20% growth in just 1 year. We are also investing substantially in innovative 'incubator' businesses such as express centres, pilots with leading international hotel chains, service station centres, hubs for entrepreneurs and tie ups with educational institutions. These are innovative ideas to give our customers the opportunity to work when they want, where they want. There is no other company in the market with our offering and we have an amazing platform for continued growth.

The Role:

To run a professional workplace for your Community

Professionalism

You take pride in making sure your centre is run professionally & to Regus standards

Regus Customers

You ensure your centre is a great place to work for customers:

- organising events
- making sure customer billing is accurate
- ensuring that new customers settle in happily
- resolving any customer issues quickly

Regus People

You are inspiring with people and recruit & train new Regus team members

Commercial Growth

You look for opportunities to help existing customers expand

You tour new customers welcoming them into your community

ABOUT YOU

Whilst the skills and experience you have gained in life and your career are important we recruit based on attitude and behaviours as these are what define our great performers. To be successful in this role you should be;

- Bright

- Motivated
- Enthusiastic
- Customer focussed – enjoy working with them and solving their problems.
- Determined and resilient.
- Ambitious.

If you have all of these attributes, the Community Manager role is one you will be good at and enjoy.

WHY US

We achieve our outstanding results through our people. Our ability to recruit, train, promote and retain top quality talent is one of our core strengths and has been fundamental to our long term growth. It is our entrepreneurial, dedicated, customer focused people who are making business happen. They are behind our fantastic success and incredible growth. They are driving us forward as we define the future of work.

We recruit ambitious, driven people who bring new ideas that improve our services. If you are energetic and can deliver outstanding results, we will give you the opportunity to build a rewarding and successful career.