



## Job Description

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### Community Host

The Melting Pot, Scotland's Centre for Social Innovation, is looking for a Community Host.

The Community Host plays a vital role in creating a welcoming, well-run and connected environment at The Melting Pot. As the friendly face of our space, you'll build strong relationships with members, clients and visitors while ensuring the day-to-day operations run seamlessly. Through care, attention to detail and a proactive approach, you'll help people feel genuinely at home and supported to do their best work here.

**Our vision:** A society which has a vibrant, creative, resilient and effective social innovation community

**Our mission:** Is to stimulate and support social innovation

**Our values in action:** Respectful, practical, inspiring, transformational, connecting

**Our standards of action:** User-friendly, welcoming, clean and tidy, clear, efficient, responsive

### Job Purpose:

- To support the smooth operation and commercial success of The Melting Pot.
- To cover front of house host duties during opening hours and for evening & weekend bookings.
- To deliver excellent customer service to our coworking, venue hire and virtual office customers.
- To create a welcoming, inclusive and well-run space where members feel a strong sense of belonging.
- To contribute to an engaging coworking environment that reflects the values and interests of our community.

## Main Duties/Responsibilities:

- Host the coworking space, acting as a warm and professional point of contact for members, clients and visitors.
- Support with the delivery of engaging, high-quality community events that deepen relationships and reflect member interests.
- Recognise and respond to sales opportunities, following agreed sales processes and supporting income generation.
- Open and close The Melting Pot, ensuring the space is secure, set up and ready for use.
- Undertake any other duties reasonably required to support the effective running of the space.

## Hours per Week:

16 – 20

## We are a Flexible Working Employer

Many of our staff work flexibly in different ways, including part-time. Please talk to us at interview about the flexibility you need. We can't promise to give you exactly what you want, but we will work with you to find the best fit for you and the demands of the role.

## Personal Qualities and Experience

### Experience and Skills:

- Experience in a customer-facing role (e.g. hospitality, coworking, events, community spaces, retail or similar), with a strong focus on service and relationship-building.
- Confidence hosting a shared space, welcoming people, answering queries and managing day-to-day activity.

- Experience supporting or delivering events or community activity, including set-up, hosting and close-down.
- Ability to recognise sales or upsell opportunities (e.g. memberships, room hire, events) and follow clear processes to pass these on or convert where appropriate.
- Strong organisational and operational skills, with the ability to keep a space running smoothly and notice when things need attention.
- Comfortable using basic digital tools (e.g. booking systems, email, shared calendars, CRM or similar).
- An understanding of, or interest in, coworking, social innovation or community-led organisations is desirable but not essential.

## Personal Qualities:

- Warm, friendly and approachable, someone who genuinely enjoys welcoming people and helping them feel at home.
- Naturally people-centred, with the ability to build trust and positive relationships quickly.
- Proactive and attentive, with a strong eye for detail and pride in keeping things running well.
- Calm, reliable and responsible.
- Adaptable and flexible, able to respond to changing needs in a busy, shared environment.
- A team player who takes initiative and is happy to muck in where needed.

## Rewards & Benefits

- Annual leave 32 days (+ 1 day for every full year worked, max 5 extra days)
- Reduced working hours employer (full time hours 30/week)
- Employer pension contributions 4% (1% over minimum)
- Use of personal mobile phone, monthly allowance - £10 pro rata

- Flexible work employer
- Real Living Wage & Living Hours employer
- Annual pay review
- People management and engagement process
- Gender Neutral Period & Menopause Policy
- Gender Neutral Toilets
- Local business discounts