



Job Description

Role:	Community & Growth Manager
Location:	The Melting Pot, 15 Calton Road, Edinburgh EH8 8DL
Salary:	£35k per year
Accountable to:	Chief Executive
Contract type:	Full time (30 hours/week) Occasional evening and weekend working

The Melting Pot, Scotland's Centre for Social Innovation, is looking for a Community & Growth Manager. This role is for a people-focused, commercially minded and highly organised individual who loves building connections and delivering exceptional member experiences. They'll bring strong operational know-how and a track record in income generation, helping our community grow while ensuring the smooth, effective running of The Melting Pot.

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:

The Community & Growth Manager will be a driving force in expanding The Melting Pot's impact and long-term sustainability. This role blends community leadership, income generation, and operational oversight – ensuring our coworking space thrives as a vibrant hub for social innovation. The postholder will generate and convert new members, venue hire clients and partnerships; lead an engaging community experience; and support smooth daily operations. They will

bring creativity, commercial acumen and a deep commitment to inclusive, values-driven community development.

Main Duties/Responsibilities:

- **Growth & Income Generation** – Lead the team on driving income across memberships, venue hire, partnerships, and events; oversee the sales pipelines and support the team to convert leads into revenue.
- **Community Engagement & Experience** – Build and nurture an inclusive, values-led community, ensuring members feel connected, supported, and inspired.
- **Operational Management** – Oversee smooth day-to-day running of the coworking space, ensuring excellent service standards and efficient systems.
- **Team Collaboration & Support** – Work closely with colleagues across hosting, marketing, and operations to deliver shared goals and maintain a strong team culture.
- **Health, Safety & Compliance** – Ensure all operational activities meet safety, accessibility, and sustainability standards, maintaining a safe and welcoming environment.

Personal Qualities and Experience

Experience and Skills:

- Proven experience in community management, customer engagement, or hospitality, with a focus on delivering excellent service.
- Demonstrated success in income generation – managing sales pipelines, memberships, venue hire, or partnerships.
- Strong operational and organisational skills, able to manage day-to-day space operations efficiently and maintain high standards.

- Confident communicator and relationship builder, able to connect with a wide range of people and foster an inclusive, welcoming environment.
- Proactive, innovative and solution-focused, with the ability to identify opportunities, solve problems, and drive improvements.
- Experience of working collaboratively within small teams, contributing to shared goals and supporting colleagues.
- Understanding of health, safety and compliance responsibilities, ensuring safe and accessible workspaces for all.

Personal Qualities

- Warm, people-centred and inclusive, with a genuine enthusiasm for community and social impact.
- Commercially aware and purpose-driven, balancing financial sustainability with The Melting Pot's mission.
- Organised and dependable, able to juggle multiple priorities while maintaining attention to detail.
- Positive, adaptable and resilient, thriving in a dynamic and fast-paced environment.
- Collaborative and values-led, bringing energy, empathy and curiosity to their work.
- You are passionate about social change and strongly believe in the power of community.

Desirable Skills & Experience

- Experience in coworking, social enterprise, or workspace management.
- Knowledge of CRM or workspace tools (e.g. Nexodus, HubSpot, or similar).
- Understanding of marketing, sales, or event promotion to attract and retain members.
- Experience supporting or coordinating small teams or volunteers.

- Awareness of sustainability and Net Zero practices within workplace operations.

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.

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