# JOIN OUR TEAM

**Role**: Community Platform Manager
**Reporting to**: COO
**Location**: London / Hybrid working

## About Boardwave

Boardwave is a little different to most businesses today. The primary goal of our impact-driven business model is to generate positive change in the European software sector. Launched in May 2022, Boardwave is a mission-driven community for leaders in the software sector that has grown rapidly, with over 1,700 members across the UK and European software industry, including founders, CEOs and their investors. Membership for CEOs and founders is offered free of charge, underscoring our commitment to accessible support and development.

Inspired by the collaborative culture of Silicon Valley, which has given rise to many of the world's most successful software companies, Boardwave seeks to replicate these conditions of success. Our aim is to advance the UK and European software industry, nurturing the next generation of global leaders through a comprehensive support ecosystem. This ecosystem provides access to expertise, knowledge sharing, mentoring, coaching, thought leadership, and personal development. Additionally, Boardwave facilitates access to capital and ensures a unified voice to governments, essential for transformative success.

By 2034, we envision the UK and European software industry evolving from follower to leader, creating numerous successful global entities. Boardwave exists to catalyse this transformation, supported by a consortium of over 80 of the UK and Europe's top partners and service providers in the software sector.

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## Why we need you

We are looking for a Community Platform Manager to manage the online community, the platform and drive its success.

This role will be instrumental in ensuring our online community thrives by offering valuable interactions, content and support to all members.

You will be responsible for ensuring that the Boardwave members' digital experience and journey (and that of our partners) is streamlined, and that the platform is robust, scalable, and capable of supporting Boardwave's vibrant and rapidly growing European ecosystem of CEOs, Founders and Partners.

## Key elements of the role

### Platform Management
- Own and manage the online community platform (built on Hivebrite), ensuring smooth functionality and user experience.
- Configure, optimise and continuously update platform features based on community needs and feedback.
- Influence and help develop the product roadmap, to better serve Boardwave's Members and Partners.
- Oversea platform performance, troubleshooting technical issues and working closely with Hivebrite support and other 3rd party agencies as needed.

### Community Engagement
- Develop and execute strategies to foster engagement, retention, and growth within the community
- Working in collaboration with wider team manage communications channels (forums, groups, messaging, events, blogs), so encourage meaningful interactions among members
- Onboard new members, ensuring they understand how to fully utilise the platform's capabilities.
- Working with the wider team build relationships with community members, moderating discussions, and curating content to keep the community vibrant and relevant

### Content and Programme Management
- Work with the wider team to create and schedule content to maintain active engagement, including among other things event notifications, discussion prompts, thought leadership articles and video content.
- Work with the programme and marketing team to organise and promote online events such as webinars, roundtables, masterclass series ensuring seamless integration with the platform.
- Encourage community-generated content and help guide members in sharing valuable resources and experiences.

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### Analytics & Reporting

- Monitor key community metrics (engagement rates, active members, content interactions) and generate monthly reports
- Use data insights to identify trends, community needs, and areas of improvement for enhancing user experience
- Present actionable insights to senior management, recommending platform or strategy changes based on community behaviour.

### Membership Support

- Act as the primary point of contact for platform-related inquiries, providing timely support and assistance to members
- Develop and maintain a help centre or resource library to assist users in navigating the platform
- Implement and manage feedback loops (surveys, polls) to continuously improve the community experience

## The experience that excites us

- **Experience:** 4+ years of experience managing an online community platform
- **Technical Skills**: Strong understanding of community platform tools, with an ability to troubleshoot and configure platform settings
- **Communication**: Excellent written and verbal communication skills, with the ability to engage professionally with high-level executives.
- **Problem-Solving**: Strong analytical and problem-solving skills to quickly resolve platform issues and enhance user experience.
- **Content Management**: Ability to curate, edit, and manage content, event and programme calendars and community driven discussions.
- **Project Management**: Solid organisational and project management skills with the ability to handle multiple tasks and priorities.
- **Data-Driven**: Experience in using analytics tools to track and report on platform performance and user engagement.
- **Big picture thinking**: Balance big picture thinking with the need for hands-on day to day action.
- **Effective operator**: Ability to operate effectively in a fast-paced, entrepreneurial, start up environment.

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## What we can offer you

Boardwave presents an incredible career opportunity. We have great momentum, have an active and engaged Member base to build on, and you would be joining Boardwave at an early stage and this presents opportunities to develop and grow your career with us as the company expands. Plus you get to work with the amazing leaders of the software industry.

Among a host of other things, we offer:

- Hybrid working
- Competitive salary
- 25 days' holiday
- Birthday day off
- Private medical insurance
- Personal development budget
- Home office set up allowance
- A mentor from within the network to support you on your personal career journey
- A team-orientated and meritocratic culture, and plenty of growth potential.

To Apply please contact Rory Noble - rory.noble@boardwave.org

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