

About The HUB

Impact Hub Lisbon is a social company that believes in the power of people, of businesses and of collaboration to make the world a better place. More than a coworking space, we value our connecting community, our inspiring events and our enabling programs. All together, we cultivate opportunities to generate a positive impact, regardless of the background and occupation of each one. Our members pay, through different quotes, for the use of the space and for the access to a network of social entrepreneurs and innovators. We believe in the power of a community and one of our missions is to connect unlikely allies. After all, we are the place where dreamers, start-ups, entrepreneurs, investors, public institutions and companies co-create a better future in hands!

Last but not the least, it's important to mention that we are part of a global network of Impact Makers – there are more than 100 Impact Hubs around the world in more than 50 countries, in 5 continents!

What is a host?

The host is the person that cultivates conditions for collaboration through hosting the space. People who “hold” the space and dedicate their attention constantly to the flow of people, events, things in the space and the experience of the members – those are our Hosts. They set the culture and rhythm of activities and community meetings. They create adequate conditions in the space and are an example to members on how to use the space, how to interact with each other to create and maintain an inspiring supportive environment. They explain how to use channels of engagement and tools available to connect with other people, and also connect people themselves, with tools and services. Hosts welcome members and visitors and they make them feel at home.

The main hosting team is indispensable for everyday operations at the Hub, from helping with admin issues, to facilitating conversations with members. From teaching somebody how to make a cup of coffee to organizing cutting edge events, everything can – and will - happen. Every day is different at the Hub, with meaningful conversation and people. That is why we need to have a constant hubby experience that serves as platform for members to develop their ideas and initiatives, and help flourish their organizations and companies. A host is key to deliver and co-create that experience.

Attitudes and behaviours we seek in a host

We care a lot more about a certain person's characteristics and skills over the perfect fit to the role, but there are a few requisites in terms of experience that are important. For us, your passion and attitude of wanting to contribute to create a better world through the Hub is the most valuable to belong to the team. We enjoy when all the Hub hosts have this characteristics:

Agility and proactivity:

- Intrapreneur (entrepreneurial attitude within the frame of an organization)
- Energy, determination and the capacity to solve problems

Result and sustainable impact oriented:

- Pragmatic personality
- Analytic capacity and detail management

Management of the unexpected:

- Proactive and flexible
- Imagination and openness to surprise and be surprised

Relational capacity and ambassador of the Hub experience:

- Exceptional communication skills
- Open, bridge-builder, mediator: ability to relate to different sectors
- Ability to create spark and long-term relations
- Capacity to invite, engage and convert interested people in members, people with ideas to make a commitment to making them happen in reality

Passion to create a space that fosters interaction, creativity and conviviality:

- Share the Hub's purpose and values
- Ambition and humbleness

Passion to connect people and generate new projects with impact:

- Make connections, discover collaboration opportunities as well as new initiatives
- Build community and weave relations during the events
- Document, codify and gather information: stories and knowledge to share with the network
- Be up to date on what is happening around the world, what are the relevant topics to the social innovation arena, to the members and to their different areas of practice (so that it's easier to initiate conversations, create connections, co-create programming events and invite people.

Responsibilities as a host**Attraction, Welcoming New Members and Visitors**

- > Member attraction: researching and inviting new talent in, following-up referrals, showing interested people around
- > Member (selection and) induction: interviewing potential members, inducting new members
- > Membership enquiries: respond to potential members and partners interest

Community

- > Being present: setting the culture, be seen, heard, model behavior, act where needed (don't hide behind the screen – use the computer as minimum as possible!)
- > Connecting with members: monitoring and acting on member needs, concerns and aspirations, listening, engaging in meaningful conversations

- > Catalyzing connections between people and initiatives
- > Event Support: setting up for and attending to member meetings and events

Designing and Hosting an Event/ Intervention

- > Turning conversations with members into a program of events with members and also bringing relevant external events to the Impact Hub
- > Designing events that add content and process value to social innovators (members and others). Partnering up with other networks and organizations to bring key expertise and talent in

Space Care

- > The overall smooth running and maintenance of the space
- > General tidying and organizing: ensuring the space is well-stocked, organized, clean and attractive/inspiring to think and create
- > Designing new details, creating elements of delight in the space

Working environment

The Hub is a dynamic and chaordic environment where the emergent plays a very important role, as the flexibility to adapt to changes and needs from members every day.

Team

You will be working more closely with our Community Manager, but always in close reach to all the other daily hosts. All of them make a great fun-loving-motivated team to be part of!

What you get

- Free Membership at the Hub
- Usage of meeting rooms (upon availability)
- Visibility in relations and contacts from the local Hub, national and worldwide
- Hosts trainings
- Experience and personal development
- Relationships across the network
- Value in a shared journey of a social innovation space and a new way of making business
- Keys of the space: availability outside opening hours and trust (ownership symbol)

What you give

- One day per week as a host of the space
- A concrete project to define together with the team according to current needs and your interests

- Reporting daily activities during your host day
- Participate in trainings to new hosts and make sure there is knowledge transfer if there is someone new
- Think and implement new ideas that can emerge
- Participation in the biweekly project/member hosts meeting
- A 3-month commitment with the possibility of extending the agreement to 12 months
- Genuine desire to be part of the community and “just” being present
- Good sense of humour!

Interested?

Please send a CV and a short cover letter explaining why you want to join the Hub Community as a host to lisbon@impacthub.net