JOB DESCRIPTION

Role Details:

Community Support Manager, OpenUK – Full time

Role Details:

Remote, resident anywhere in the UK but with a slight preference for London where the CEO is located. Salary Level dependent on experience circa £30k full time, or part time for a more experienced candidate (depending on level of experience) 25 days holiday per year, device allowance, pension.

Who is OpenUK?

The organisation for the business of Open Technology in the UK with a purpose of UK leadership and international collaboration in Open Technology which is the **3 Opens: open source software, open hardware and open data.**

OpenUK has people at its heart and works with people, who use and develop Open Technology in the UK and collaborates with existing organisations in Open Technology globally to deliver through **3 Pillars**: **Community:** creating a cohesive community across the UK and celebrating them in events like our Awards.**Legal and Policy:** using this community's influence to make the UK a great place for Open Technology through appropriate laws and policies; and **Learning**: promoting education and learning of skills in Open Technology.

Having successfully run digital events through lockdown we are now organising face to face events in the UK and digital events as well as attending a large number of UK and international events as speakers and stand hosts. Our first annual conference State of Open Con took place in February 2023 and welcomed almost 1000 guests in person, 2024 is in planning, https://stateofopencon.com/

We engage in policy work and respond to legislation and provide reports about our sector on an ongoing basis and are building an All Party Parliamentary Group and other political and public sector engagement.

We host an annual Awards and New Year's Honours list celebrating our community,

We have delivered training for young people with two summer camps and are working with Strathclyde university on a MOOC on the business of open source and also working to encourage young people to make contributions to open source projects.

We sit at the intersection of law, policy and open technology and service a number of communities which are primarily but not only:
Open source software engineers, developers and maintainers
Community builders
Security community
Business people
Open data scientists and their ecosystem
Lawyers

Policy makers and social scientists
Government and politicians
Academics
Researchers
Influencers
And our work touches on many more

Your role will engage with all of these and support the growth of communities around these in the UK and globally.

Our website and social media are our shop front and we do not have physical offices.
Your interaction with these is critical, https://openuk.uk/

We are a young UK not for profit, industry organisation and advocacy body funded by partner donation and sponsorship run by a very small paid team, a number of ad hoc contractors and a volunteer community of over 100 leaders.

About The Role

You will be reporting to and working closely with the CEO and Marketing Support Manager. You will interact with a large number of senior leaders and others in the Open Technology communities and build relationships across these communities in the UK and beyond.

The role requires both the ability to be organised and to deliver to plan and to be flexible to new requests and changes, with a varied and full workload which may require rapid delivery. A cool head and can-do attitude are critical. You will be busy but in return you will gain a wide range of experiences, a network across tech, law and policy and the opportunity to attend events and travel.

You will be responsible for delivery of community support activities - at all levels, which is not always glamorous - to become a trusted enabler for the Leadership Team and volunteers which will include:

- Using our Digital tools include – GSuite, Wordpress, Mailchimp, Eventbrite, Youtube, GitHub, Trello, Slack, Hubspot, Signal, Xero, Miro, and social media - LinkedIn, Twitter, Mastodon Instagram and TickTock - and alternatives to these over time.

   Experience in at least some of these is essential and GSuite, Wordpress, Mailchimp, Eventbrite are **essential to the role** as will an ability to work with slides, spreadsheets and a CRM..

   Social media experience is essential
- Creating and managing digital assets including event videos and social media assets working with and editing slide and pdf formats to promote OpenUK's activities, replicating these at scale for use across large numbers - sometimes in the hundreds - for social media campaigns.
- Setting up and supporting events and meetups including eventbrite event creation, wordpress site content, attendee spreadsheet management, speaker and provider liaison and travel organisation. Our events are both large and small ranging from a handful of attendees to several hundred and potentially over 1000. Events will be online, in person and

hybrid as appropriate. May involve some travel and evening work and will be in association with an event team for the larger events.

- Participating in third party events.
- Supporting the Operations Support Manager in managing the production of a regular newsletter using mailchimp and group communications via gsuite, slack and signal on behalf of the CEO and organisation.
- Supporting the organisational databases, contacts and mailing lists across a variety of tools including spreadsheets, CRM Hootsuite and Mailchimp as appropriate. Experience in newsletters or Hootsuite would be helpful.
- Supporting website content on wordpress sites including uploading and managing site content as directed
- A range of conference specific activities in an operational and comms capacity.
- Liaising with all volunteers and third party partners, supporting questions, and supporting organisation of activities.
- Organisation of meetings using Googlemeet and calendar.
- Managing organisational records and metrics such for press and social media.
- Coordinating with and answering third party queries in liaison with CEO and team.
- Taking meeting minutes and arranging for approval and sharing of these on Git Hub.
- Working on State of Open Con in various capacities, in terms of its organisation and delivery and managing State of Open Subset Digital talks through the year between conferences, liaising with potential speakers, setting up recording, providing briefings and answering questions, organising timetabling and supporting AV provider.

Skills and Attributes

OpenUK seeks a highly organised, efficient, individual with experience remote working using digital tools and with an eye for detail and accuracy being essential.

It will be necessary to work at pace on numerous different tasks in a demanding and rewarding environment which requires resilience and the ability to roll up your sleeves and get things done.

Strong digital skills are essential and having an overall awareness of the organisation's activities to keep track of projects and their delivery. Community experience will be helpful but not an absolute requirement.

We are a modern and friendly organisation where everyone works hard and pulls their weight a willingness to undertake all such reasonable tasks as may be required to support the organisational operation and community growth from time to time in a friendly and calm way is critical. Work should be fun, but there's a lot to do and flexibility is important.

Join a warm and welcoming group – a sense of humour is essential.

An understanding of Open Technology or community, whilst a definitie advantage , is not required but experience with digital tools, social media, managing databases and organising events is a must.

For more information about the role or to apply contact admin@openuk.uk