

About us...



Mosaic digital hub aims to bring different digital and tech businesses together under one roof and encourage an environment of collaborations that fosters innovation and provides a platform for ideas to flourish and businesses to grow. Mosaic represents the digital sector across Lincoln, Greater Lincolnshire and beyond as a centre of excellence showcasing businesses that are driving the industry forward.

Essential Information – *what you need to know*

Job purpose:

- Supporting Mosaic's growth by managing marketing channels, events, and community initiatives.
- Delivering engaging communications that align with Mosaic's ethos and strengthen its brand.
- Creating positive experiences for members, visitors, and partners through high-quality service.

You'll report to:

- Engagement Manager - Property

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- Colleagues within the Property team, Facilities, IT, Marketing and Communications, and Finance.
- Colleagues within the wider organisation which include Marketing, IT, People Operations, Health, Safety and Security, Talent Acquisition, etc.
- Customers and suppliers at all levels which includes members, tenants, contractors, local businesses, community partners, and service providers.

What you'll bring to us:

- Previous experience in a marketing/events role
- Professional, enthusiastic, have strong attention to detail, and can handle a varied workload within a busy team.
- Excellent communication skills, both written and verbal.
- Ability to work effectively in a team.
- Proficient in the use of Office 365 (Outlook, Word, Excel, etc.)
- The ability to work with discretion at all times, with a sound knowledge of GDPR.
- Good time management with the ability to work under pressure and prioritise as necessary.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

Your duties and responsibilities:	- Managing the Mosaic social media platforms including Linkedin, Instagram, Facebook and X. - Providing relevant and appropriate content for the right channels to align with Mosaic's ethos. - Managing, maintaining and updating the Mosaic website. - Managing and overseeing events, either run by Mosaic or with partners. - Overseeing the day-to-day running of the co-working space alongside colleagues from within the team, - Ensuring that communal areas are clean, organised and well-maintained to provide a comfortable and professional working environment for members. - Collaborating with facilities management and other suppliers to address any issues or concerns related to building maintenance or services. - Building a sense of community and collaboration among members through networking events, workshops, and other engagement initiatives. - Overseeing administrative tasks such as managing memberships, processing payments and maintaining accurate records and databases. - Attending networking events to promote Mosaic - Being on hand to perform reception duties, alongside handling visitor and Mosaic members queries. - Supporting with diary management by booking tours, meetings and events. - Ensuring the meeting room booking systems is kept up to date. - Answering any telephone and email enquiries. - Hosting external clients when meeting rooms and event space is being used, including booking catering, providing tea and coffee and offering other general support. - Engaging with Mosaic members to ensure they are getting the most out of the co-working space.
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Together we **THRIVE**

- **Trustworthy** - we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society's ongoing success in this role.*

I will be trustworthy by:	- Delivering on promises to colleagues, members, and partners with reliability. - Demonstrating professionalism and integrity in communications and service. - Following processes to ensure accurate bookings, records, and reporting. - Upholding Mosaic's reputation through consistent, high-quality standards.
I will be helpful by:	- Supporting members and visitors with excellent customer service. - Collaborating with colleagues to deliver seamless operations and events. - Sharing information and guidance to enhance the member experience. - Encouraging teamwork and mutual support across the Mosaic team.
I will be respectful by:	- Listening carefully to feedback from members, colleagues, and partners. - Acknowledging different needs and ensuring an inclusive environment. - Treating all members and visitors with courtesy and consideration. - Celebrating diversity within Mosaic's community of businesses and professionals.
I will inspire others by:	- Role-modelling enthusiasm and positivity in member interactions. - Leading by example in creating a vibrant, professional co-working environment. - Encouraging participation in events and community initiatives. - Motivating others through creative marketing and engaging communications.
I will value people by:	- Recognising contributions of members, colleagues, and partners. - Appreciating member loyalty and engagement through consistent service. - Highlighting achievements and success stories across Mosaic platforms. - Promoting a culture of gratitude and recognition within the community.
I will empower others by:	- Encouraging creativity and ownership in developing marketing content. - Providing ideas and feedback to improve Mosaic's offer. - Enabling members to take advantage of networking and support opportunities. - Fostering innovation by suggesting improvements to services and events.