

# Job Title: Community Manager

Job Type: Fixed Contract\*  
Salary: Commensurate with experience  
Location: London (Angel Islington office)  
Last updated: 14 September 2018



## Job Description

We're looking for a hard-working community manager who is proactive and ideally passionate about football. This is a 'once in a lifetime' opportunity to work on a ground-breaking project for a well-known football organisation.

To apply, please send your CV and a covering email including salary expectations to [jobs@sevenleague.co.uk](mailto:jobs@sevenleague.co.uk)

## Further Information

- **Contract Length:** \*Fixed contract until December 2018 with possibility of extension
- Interviews to take place initially via phone or video call with a final round interview in Seven League offices in North London
- **Desired start date:** end of September
- Work would largely be performed in Seven League's North London offices
- From time to time, this project will require work outside standard Monday to Friday, 9 to 6 business hours. The community manager will be expected to show flexibility to meet project demands

## Seven League

Seven League is a fast-developing and award-winning digital consultancy specialising in sport. We have a wide range of clients, national and international, reaching all sectors of the sports business – from venues to teams to governing bodies and sponsors. We work with some of the world's highest profile sports tournaments, organisations, clubs and events.

We provide consulting services focussed on accelerating our clients' digital performance. Our mission is to transform the connections between sports, sponsors and their fans.

Our key areas of expertise include:

- Business Transformation: digital strategy development, commercial valuation, performance monitoring, localisation, research & insight
- Content: strategy, creation and management
- Technology: service design, strategic partnerships, tech triage

We operate primarily in Europe however there is a growing demand for the company's services internationally.

Key client portfolio: UEFA, Tottenham Hotspur, NBA, FC Barcelona, the Premier League, Leicester City, Juventus, Gfinity, Great British Racing, Green Bay Packers, Newcastle United, British Canoeing, England Netball.

## **The Job**

Title: Community Manager

## **Role Overview & Responsibilities**

Day-to-day community management of the movement's communication channels (primarily Facebook, but also email, WhatsApp, etc). The aim of communications will be supporting and encouraging the movement members in creating high quality social media content to engage their audiences around football content.

The community manager will be primarily responsible for monitoring and improving community activity levels and content performance. The Community Manager will both directly manage segments of the community and also provide oversight and guidance to more junior team members who will also be supporting the community management effort.

Community Manager will report directly to the Seven League project manager responsible for the overall Fan Movement project.

Your key responsibilities will include:

- Establish a system for monitoring fan movement communities for activity levels and engagement; closely monitor assigned territories and support junior team members in monitoring their assigned territories
- Provide training and oversight for junior community managers supporting the fan movement project
- Provide recommendations on strategies for increasing activity levels and engagement across the fan movement
- Create and/or publish engaging and shareable made-for-social content directed at fan movement members in private social groups
- In consultation with the project team, provide guidance to fan movement members on social "Tips and tricks" to improve their social media content performance
- Answer any questions or concerns from fan movement members within established project SLAs

## Personal skills, Education and Training

### Essential

- Passion and interest in global football
- Excellent customer service and people skills
- A minimum of two years' experience working with sizeable, international social media audiences; ability to moderate online community conversations
- Strong organizational skills, including attention to detail and ability to prioritise
- Good written and oral communication skills in English
- Experienced admin user of all major social media platforms (Facebook, Twitter, Instagram, YouTube), and key understanding of what content works for each platform
- Comfortable adopting consistent messaging and tone across communication channels
- Ability to produce and interpret quantitative reports and develop operational strategies to take action on performance trends (both positive and negative)
- Ability to engage with and manage emerging online influencers

### Desirable

- Knowledge of project management tools – e.g. Google Suite, Asana, Dropbox
- Written and oral communication skills in Arabic and/or German or other foreign language will be a huge advantage

### Personal

- Bright and intelligent, curious and questioning
- Hard working, flexible and adaptable
- Willingness to be flexible in approach to achieve desired outcomes
- A commitment to continual professional development
- An interest in social media and/or influencer marketing

## The Package

Salary: Commensurate with experience (please indicate desired salary on your application)

Holiday: 20 days (not including bank holidays and public holidays, increasing by one day per year of service, to maximum 25 days)

### Other benefits:

- Half mobile phone-bill and full home broadband paid
- Being part of a challenging and high-profile company with a great and growing reputation