JOB TITLE: COMMUNITY MANAGER (FIXED TERM CASUAL CONTRACT)

REPORTS TO: CAMBRIDGE CENTRE FOR ALTERNATIVE FINANCE

Background

The Cambridge Centre for Alternative Finance (CCAF) at the University of Cambridge conducts rigorous interdisciplinary research on alternative finance and its regulation globally. It is a leading Centre of global expertise in alternative finance and regularly publishes high-impact reports, delivers training programs to financial regulators, and develops digital tools in collaboration with international development organisations.

We are looking for a Community Manager who would like to be involved in developing the CCAF’s work with financial regulators. This work includes the Regulatory Knowledge Exchange Project (RKE) - an online community platform for financial regulators from central banks, ministries of finance and other regulatory bodies specialising in financial technology. The platform currently has users from over 110 jurisdictions and a number of features such as an online library, working groups and integrated digital tools.

The Community Manager will also contribute critically to the implementation of the Cambridge SupTech Lab, a new initiative at the CCAF that partners with financial authorities, technology firms and data scientists to craft solutions addressing the emergent gaps between the speed of digitalisation of financial services and the speed at which public agencies can innovate.

The Cambridge SupTech Lab aims to accelerate the creation and adoption of supervisory technology (suptech) to enable effective digital supervision and regulation for greater protection of consumers and more scalable, sustainable, and responsible delivery of financial services. The Cambridge SupTech Lab will establish partnerships with financial authorities from around the globe to establish a community of financial supervisors, regulators, data scientists, technologists (the Cambridge SupTech Lab Innovation Leaders), to provide them with training on fintech and suptech, and to co-create with them new suptech applications.

We aim to make this community interactive by facilitating and curating the dialogue within the community and with experts from standard-setting bodies, multilateral organisations, and think-tanks. The Community Manager will act as the liaison between the core project team and the innovation leaders (and their organisations), and curator of the dialogue on the RKE and other platforms.

This is a great time to join high-growth projects that have received financial backing from both the Bill & Melinda Gates Foundation and the UK Foreign & Commonwealth Office.
Community Manager

**Role overview**

- Prepare an editorial calendar.
- Develop and curate relevant and engaging website content.
- Write a weekly newsletter.
- Encourage user debate and platform activity.
- Manage and host bi-weekly online events with guest speakers.
- Manage logistics for sub-communities (working groups).
- Track the performance of posts and monitor engagement levels.
- Gather and record feedback to understand community needs.
- Define and revise Key Performance Indicators.
- Set, plan and implement strategy aimed at actively engaging the Innovation Leaders into a bespoke dialogue on suptech.
- Curate and moderate dialogue and collaborative activities for the Innovation Leaders on the RKE, and co-ordinate responses to posts and comments.
- Develop engaging suptech-related content to be published on RKE and, when appropriate, cross-published on other online platforms.
- Connect innovation leaders with technical experts in the team.
- Stay up to date with suptech-relevant trends, and conduct research and market analysis to drive engagement over the RKE platform.

**Person specification**

- Team player enjoying content creation and community building.
- Previous experience in community development, particularly in online context.
- Digital product/service design experience.
- Excellent communication skills.
- Excited and comfortable to lead community engagement in a new initiative where you will have the opportunity to shape institutional culture and working environment.
- Able to handle diverse situations, multiple initiatives and changing priorities.
- Professional familiarity with different cultures.
- Desirable: Previous experience in a regulatory agency or international financial institution.
- Right to work in the UK.

**Benefits**

- The salary for both roles is £33,300 per annum pro rata.
- Initially a eight/nine-month casual worker contract via the University Payment System (UPS).
• Work within a capable international team of researchers.
• Engage with senior regulators and policymakers working on the most pressing topics in financial regulation.
• Develop an innovative product within the support of a leading Business School.

Application arrangements

Please apply with a cover letter outlining your suitability for the role and attaching your CV.

You must have the right to work in the UK.

Applications to be sent to the hiring manager, Grigory McKain a.apostolides@jbs.cam.ac.uk and cc’d to s.coupe@jbs.cam.ac.uk.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk.