

# HOSTING

## THE WORLD

### @ IMPACT HUB

Have you just finished High School or started studying? Somewhere in-between and not sure what's next? Do you have a feeling you can do much more, but you find it hard to decide on your path, while also finding it challenging to channel your creativity and ideas? Let's talk and see how we can best help each other. Hosting the world - while Impact Hub happily hosts you - is without a doubt a great start! Read more about the opportunity to become an Impact Hub Zagreb Host while opening up a whole new world of possibilities for yourself!



A Host is a role which **actively supports the Impact Hub community by assisting with day-to-day management of the space, providing member support, and occasionally programmatic support.** We also encourage Hosts to share their educational, inspirational, and networking opportunities with the community.

We are offering a Host position at the new premises of Impact Hub Zagreb to young people who have a desire to expand their horizons. We strongly believe a Host position at the Impact Hub Zagreb can provide an excellent starting point to:

- Get relevant work experience for today's labour market needs
- Explore in depth different professions, fields of work and cultures in one physical space
- Get feedback and guidance while developing new skills and network.

# HOSTING AT THE IMPACT HUB ZAGREB

Impact Hub Zagreb is a **space** and a **community** of entrepreneurs and social innovators that offers a unique ecosystem of resources, inspiration, and collaboration opportunities. Alongside its brand new 550 m<sup>2</sup> premises, offering coworking spaces and offices, meeting and event spaces, Impact Hub supports changemakers and impact makers by providing **programs** focused on education and entrepreneurship for diverse target groups. Through our space and programs, we are building and continuously developing a vibrant **community**. In fact, Impact Hub Zagreb is a synonym for community. All of the community-oriented efforts start and end with our **Hosts**. Being a Host at Impact Hub Zagreb means having one of the most important roles in the organization. Hosts are the **face of Impact Hub**: they are the first people one sees and meets when entering our premises, and they are the last ones to bid farewell to our guests and members upon their departure from our space. In the meantime, however, they remain at our (potential) members' disposal in terms of showing them around, introducing them to other individuals and organizations, familiarizing them with Impact Hub's numerous programs, and helping clients book rooms, desks, offices, as well as assisting them in planning and organizing unique events at our space. By making everyone feel at home while at Impact Hub, our Hosts are **exposed to ample learning and experience-building opportunities**, whereas they automatically grow their own network. Impact Hub Zagreb is an international brain bank: it is often the very first address for many foreign workers, companies, digital nomads and freelancers who moved to Croatia. Hence, our Hosts acquire deep knowledge and understanding of both Croatian and regional startup, freelance, social, and entrepreneurial ecosystems. Being exposed to a number of people and processes poses an amazingly painless opportunity to address an otherwise painful subject of career indecision challenge among youth. Even if our Hosts' physical presence were the only "treatment", our "career-undecided" Hosts would benefit by seeing new things and getting new ideas which may be helpful when articulating their career direction. Needless to say, it is NOT the only thing.

**Hosts are engaged Impact Hub members who are the nexus of the community and serve as an extension of the Impact Hub Zagreb staff team.**

## GROWING WITH THE IMPACT HUB ZAGREB

In order to understand what Impact Hub Zagreb is about, as well as our role in **co-creating the entrepreneurial ecosystem**, the best way is to join us in our mission to contribute to Croatia's social, human, and entrepreneurial capital. We see it as a marathon, not a sprint. Our marathon is essentially a complex set of processes which rests entirely on human interaction and collaboration. Together with our members, visitors, and associates, we create value by **starting fascinating projects, offering services, giving back to society, and, above all, building a community**. Since Impact Hub Zagreb is involved in many activities and projects which touch upon almost all disciplines, our Hosts will be assigned interesting projects on a regular basis, which they will have time to work on while at the Hub. After each completed project, the Impact Hub Zagreb's HR Team will hold brief sessions with the Hosts and discuss with them their project experiences. Moreover, when all modules are complete (in combination with the other previously discussed hosting activities), the Hosts should have a **clearer idea and a better sense for their affinities, interests, passions, and, most importantly, how they could individually approach pursuing them further**. Once they feel and realize what industry or activity attracted and fulfilled them the most, the Management of Impact Hub Zagreb will find the best way to further develop every individual Host in a particular field – hence more thoroughly resolving their career indecision. And this is exactly the beauty of our trade: Impact Hub Zagreb receives hosting, organizational, and operational assistance from a bright (but previously uncertain) young person, while, in return, that individual receives invaluable experience, new skills, knowledge, (inter)national network, and has a great deal of fun while making informed decisions regarding their next academic and/or career steps. Without a single exception, all Impact Hub's Staff and Associates, started off as hosts. Today they are in charge of many successful and unique projects.

**The equation is simple: Hosts grew with Impact Hub Zagreb, while Impact Hub Zagreb grew with and through them.**

## IMPACT HUB HOSTS PRIMARY RESPONSIBILITIES:

- Welcome members and guests as they arrive to the coworking space
- Orient members and guests to the space and resources
- Perform tasks necessary for a comfortable and visually attractive space including but not limited to general housekeeping, cleaning and straightening of work spaces
- Walk members through on-boarding steps to learn about coworking resources and community
- Support office administration, ensuring that the coworking space is well functioning (including supporting AV and printer set-up for members and guests, set up and take down of configurable furniture, enforcing norms on cleanliness / tidiness)
- Monitor and track needs of the space to ensure adequate materials and supplies are on hand to meet day-to-day as well as special events needs
- Ensure members are caffeinated by making coffee throughout the day and setting out snacks
- Introduce yourself to and learn about the members around you so you can connect them to each other
- Answer questions from members and guests about Impact Hub and how the space works
- Provide tours to potential members and guests; Help manage inventory and distribution of supplies
- Provide occasional support for member programs and events

## WHO ARE WE LOOKING FOR?

We are searching for young and enthusiastic individuals who:

- Have operational level of both English and Croatian (*both spoken and written*)
- Are diligent, and have an eye for details
- Are passionate for keeping things organized
- Have a positive attitude towards the team work
- Are curious to learn and meet new people
- Are opened to share ideas and knowledge
- Will treat the Host role with the same dependability and professionalism as any other valued position.

## ROLE SPECIFICATION:

**Workload:** We request that prospective Hosts carefully consider their schedules before applying, as the role requires a time commitment of 10 hours/week for a min of 6 months, with 2 weeks trial period (where both sides are allowed to get to meet each other and identify if it is a win-win situation).

**Location:** Impact Hub Zagreb office, Boškovićeva 2, Zagreb

## COMPENSATION:

- Direct insights into different industries that will broaden your knowledge and assist in future decisions on industries to work with
- Opportunity to develop your social and research skills
- Work experience ready to be included to your CV
- Inspirational work surrounding of Impact Hub team and all the people connected to the Impact Hub
- Possibility to get a Letter of recommendation from the Impact Hub
- Opportunity to practice English but also several other languages.
- A business-hours coworking membership for the full duration of the Host commitment (with access privileges to the space Mon-Fri, 9:00am-6:00pm) as well discounted access to Impact Hub events
- Access to Full-Time member pricing on all conference rooms and event spaces throughout the duration of your membership
- Introductions and collaboration opportunities to the movers and shakers in Zagrebs social impact community.
- Access to interest groups and networking opportunities within the Impact Hub membership for finding careers and jobs that you'll love.

## Interested? Apply here:

[http://bit.ly/IHzg\\_host\\_app](http://bit.ly/IHzg_host_app)

### What happens after I fill in the application?

1. After receiving your application, Impact Hub team will review it and get in contact with you;
2. If we recognise you as a potential candidate for the position, you will be invited for a get-to-know conversation at the Impact Hub (so you get to know us + the space & we get to know you!);
3. If you enter into the final round, you will be invited for a 2 week trial period, so we figure out together if we are a good fit :) - you will try hosting at the Impact Hub;
4. If we identify a good fit - you will officially become part of Impact Hub Hosting Team!