

# JAX Community, Senior Manager

## Job Summary

This role is responsible for fostering a dynamic and vibrant creative ecosystem at JAX by cultivating relationships with JAX's tenants and community—including artists, galleries, foundations, performing arts studios, creative enterprises, wellness, retail, and dining concepts. The Community Senior Manager ensures a seamless tenant experience, from onboarding to integration, while encouraging cross-disciplinary collaborations, new homegrown business ventures, and the audiences that support them.

## Background

JAX is the heart of Riyadh's artistic and creative community, home to leading arts foundations, music venues, creative organizations, and innovative businesses. As the district grows, it continues to nurture artists, cultural institutions and creative enterprises while developing a year-round destination for original and forward-thinking retail, dining, lifestyle, and entertainment concepts. By fostering a dynamic platform for the arts and creative disciplines, JAX aims to become the go-to spot for audiences of all backgrounds to engage with the arts and experience something new.

## JAX Community Development

- Develop frameworks, strategies and incentives to encourage tenant-to-tenant exchanges, collaborations and joint-programmes and events
- Organize periodic community-wide meetings and gatherings to facilitate open communication, share learnings, and co-create initiatives that further the ambitions of the JAX community
- Work closely with the communications team to establish community policies, enable information sharing, and highlight tenant activities through JAX's channels
- Support the JAX Acquisitions Manager in identifying potential tenants who align with JAX's mission, bringing in organizations that fill strategic gaps in the ecosystem
- Devise plans to encourage entrepreneurship and new venture development in unaddressed areas that could support the development of the district's ecosystem
- Facilitate the development of new concepts and ventures by identifying unaddressed areas in the ecosystem, supporting the emergence of creative organisations and enterprises

## Tenant Experience & Engagement

- Serve as the primary point of contact for tenants, addressing their needs, concerns, and feedback to ensure a high-quality experience at JAX
- Oversee the tenant onboarding and move-in process, ensuring a seamless transition and integration into the JAX ecosystem
- Establish and maintain community guidelines, handbooks and policies to foster a thriving and collaborative ecosystem

- Develop and oversee initiatives that foster cultural and creative exchanges between tenants and the wider Riyadh community
- Act as an advocate for tenants, working closely with JAX leadership to ensure that policies and infrastructure developments align with community needs

### **Operational & Administrative Responsibilities**

- Monitor and evaluate the effectiveness of community engagement initiatives and tenant support programmes, adjusting strategies as needed
- Maintain up-to-date records on tenant files, activities, needs, and feedback to inform future planning and decision-making
- Collaborate with the operations team to address any logistical or infrastructure-related concerns affecting tenants
- Provide regular reports and insights to JAX leadership on community trends, challenges, and opportunities for improvement
- Collaborate with the visitor experience team to make sure visitors and audiences are informed about tenants activities

### **Audience Development Responsibilities**

- Work with tenants to enhance public engagement by helping them shape events, programmes, events, and exhibitions that appeal to broader audiences
- Gather and analyze feedback from tenants and visitors to identify trends, interests, and potential growth areas for audience engagement
- Act as a liaison between tenants and the communications team, ensuring that tenant-led activities are well-integrated into JAX's broader audience engagement strategies
- Support the development of community outreach programs to attract diverse audiences, including schools and universities

### **Qualifications**

- Bachelor's or Master's degree in Arts Administration, Cultural Management, Business Development, Urban Planning, Community Engagement, or a related field.
- 5-8 years of experience in community and/or tenant management, cultural programming, or creative ecosystem development
- Proven experience in building and managing communities, fostering collaborations, and developing engagement strategies in the creative and cultural industries.
- Experience working with artists, creative businesses, cultural organizations, and entrepreneurial ventures, with an understanding of their unique needs and challenges.
- A strong network within the creative sector, both locally and internationally, is a plus.
- Experience in financial management, including budgeting and financial planning
- Strong leadership and team management skills; the ability to inspire and motivate a diverse team
- Excellent interpersonal and communication skills, capable of building and maintaining
- Willingness to work flexible hours, including evenings and weekends, as required.

- Fluent in Arabic and English