Women@Tech

Digital Customer Engagement Manager

About Women@Tech

Women@Tech is a **volunteer-led** UK organisation dedicated to connecting, developing, and advocating for women in technology. Backed by industry-leading member companies, we are driven by women and allies from the most influential tech companies in the UK. Our initiatives include mentorship and development programs, networking events, and advocacy efforts to improve the representation and progression of women in the tech sector. Together, we are leading the charge towards a more diverse, equitable, and inclusive future for all in the tech industry.

For more information, please visit our website.

Job Details:

The Women@Tech Community team drives the strategic growth and expansion of Women@Tech, as well as nurture and retain our brilliant community of women and allies through active engagement, positive experience and value creation.

We are seeking an enthusiastic and experienced **Community Engagement Manager** to join our Community Pillar within the Women@Tech Group committee. In this role, you will drive how Women@Tech engages with individual members across our customer portal, WhatsApp and other digital channels.

In this role you will help define and drive our growth journey including:

- Own and execute member engagement strategy across the member portal and communication channels
- Create and manage engagement journeys that encourage participation and retention
- Act as a Community champion by stimulating discussions on Women@Tech forums
- Encourage members interaction and knowledge sharing while building Women@Tech community

- Partner with other pillars to surface and translate customer insights into meaningful value proposition
- Define and work with Analytics lead to track engagement metrics

What you will need to succeed:

- Experience in community management and customer engagement
- Excellent communicator
- A high level of organisational skills and a collaborative approach
- Stakeholder management
- Fluent in English (other languages are very welcome!)

What you'll get from us:

- Great experience working in a collaborative fun team
- Varied projects with a high degree of autonomy
- The opportunity for development with a range of experts
- Access to a community across major tech companies in the UK

Time commitment:

1-2 hours a week – likely to be cyclical once reporting mechanisms have been established

HOW TO APPLY:

Contact Name & Email: Mitali Gohel (mitaligo@amazon.co.uk)