

# ServiceSpace Organizational Structure

The ServiceSpace ecosystem is a dynamic network of thousands of members. While decision making is decentralized to leaders of each project, we collectively uphold the core values and share best practices across the entire ecology.

In this document, we describe four main teams and key roles that serve the ecosystem as a whole. The circle symbol best represents ServiceSpace given that all roles are interdependent and critical to the organization. The moving arrows in the middle indicate that all roles are interchangeable and moving from one role to another is highly encouraged. Each person determines the extent of their involvement and contribution. A more detailed description of each role is below the diagram



## **ROLE DESCRIPTIONS:**

**Team Leaders** (BE: Stewards who are actively leading and shaping ServiceSpace project(s).

### ROLE AND RESPONSIBILITY:

- Take responsibility for a ServiceSpace project including day-to-day activities and how the project can step it up, create more value and push new boundaries looking ahead.
- Consider what new service opportunities can be created within the project, which could provide a meaningful service experience for others while positively benefiting the project as a whole.
- Actively cultivate, nurture and support the service journeys of others on your project teams and more broadly in the ServiceSpace ecosystem.
- Contribute inspiration, stories and insights to the wider ecosystem by sharing your service-rooted experiences through the ServiceSpace Feed, Blog, project sites (like HelpOthers, KarmaKitchen Stories, etc.)
- Attend a bi-monthly call for all Servant Leaders.
- Lead two Forest Calls per year/ Attend at least one per quarter.
- Time commitment: Servant Leaders spend anywhere from 15-40 hours per week, depending on the project they are leading.

**Service Operations:** (BE: Pilgrims who are leading by example and broadening the ServiceSpace ecosystem at its edges.)

### ROLE AND RESPONSIBILITY:

- Contribute wherever the greatest need is on a daily basis.
- Support all ServiceSpace projects through leadership, technology, social media, administrative, communications, legal, or finance.
- Ability to serve across multiple roles within ServiceSpace.
- Search for patterns of positive deviance in the ecosystem and support budding projects by volunteering time and lending insights.
- Stay connected to the ServiceSpace ecosystem (read/write lots of email :) to maintain sensitivity of various edges; Share all necessary communications with the rest of the Operations team, to ensure everyone is up to date across the organization.
- Contribute an article every month to the ServiceSpace blog, that offers thought/insight leadership across the ServiceSpace ecosystem.
- Attend at least one Forest Call per quarter.
- Time commitment: On average, based on the role the Operations Team Member spend 15 - 40+ hours per week.

**Service Fellows** (BE: Service advocates who are consistently adding value to the ecosystem.)

**ROLE AND RESPONSIBILITY:**

- Contribute on an on-going basis to a ServiceSpace project and consider new ideas that could help the project step it up and create more value.
- Cultivate, nurture and support the service journeys of others you serve with and more broadly in the ServiceSpace ecosystem.
- Contribute inspiration, stories and insights to the wider ServiceSpace ecosystem by sharing your service-rooted experiences through ServiceSpace Feed, Blog, project sites (like HelpOthers, KarmaKitchen Stories, etc.)
- Take advantage of the Forest Call and any local ServiceSpace events in your area.
- Time Commitment: On average, Service Fellows spend 5 -10+ hours per week.

**Service Ambassadors:** (BE: Ambassadors of service and generosity-related initiatives.)

**ROLE AND RESPONSIBILITY:**

- Express ServiceSpace values in your personal and/or ServiceSpace context.
- Stay connected to ServiceSpace work, via reading weekly email digest.
- Support the spread of inspiring stories.
- Offer reflective, values-based, thought-leadership via ServiceSpace platforms.
- Attend relevant local events and retreats.