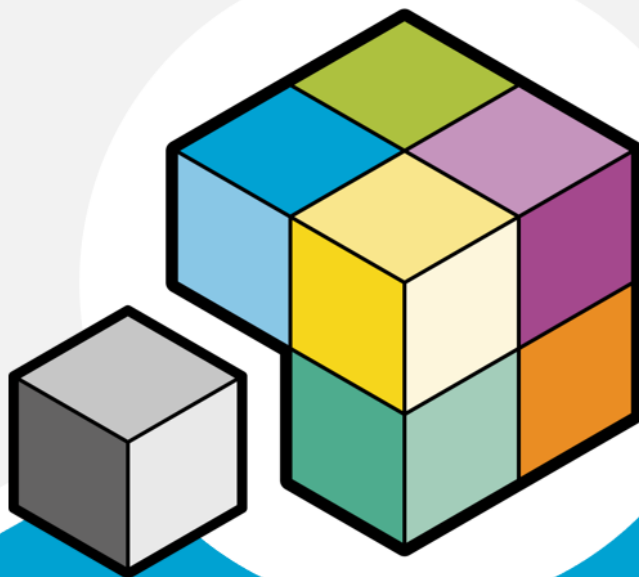


Digital Community Management Support

G-Cloud 15 **Service Definition**
January 2026



G-Cloud 15 Service Definition

G-Cloud Service Name..... 2

Service Overview 2

Service Features..... 2

Service Benefits..... 2

About Placecube..... 3

About Digital Community Management Support 4

Why Placecube’s Community Management Support? 5

Service Scope..... 5

Pricing overview 5

Contract information..... 5

Digital Community Management Support

G-Cloud Service Name

Digital Community Management Support

Service Overview

Platform-agnostic, expert online community management support tailored to your community's needs, enabling you to focus on achieving objectives and driving engagement across your community, network or platform. Our experienced community managers, who are leaders in their field, work with you to plan, create and develop successful communities of practice.

Service Features

- Work with highly experienced community and knowledge management experts.
- Get your own needs-based community management support plan.
- Gain support with day-to-day functional community/platform management.
- Develop a clear purpose and SMART objectives for your community.
- Identify the benefits of participation for key stakeholders.
- Identify your audience and understand what makes them interact.
- Understand the community manager role: identify and engage potential champions.
- Develop a bespoke community communications and action plan.
- Gain important community engagement tools and techniques.
- Get support to measure the community's/platform's impact.

Service Benefits

- Support from leading community and knowledge managers.
- A clear business case for building communities of practice.
- A reliable, proven framework to help develop communities.
- Engagement techniques that work, helping you grow communities.
- Improved knowledge through working with experts.
- New community management and knowledge management skills.
- Increased participation and take-up within your community/platform.
- Objectives achieved through more community success stories.
- More knowledge shared, meaning more time and money saved.
- Clear return on investment through good monitoring and measurement.

About Placecube

Now it's easier to build open, integrated services.

Our open platforms are co-created with the public sector for the public sector. We make it simpler for you to create services, integrate systems and personalise user experiences. Together we make your users' digital journeys easier, faster, and better connected.

We work with you to build your Digital Place – your open and connected platform. We accelerate your digital journey through the reuse of existing digital services. We work collaboratively, ensuring that our clients never pay twice for the same development. And we differentiate ourselves through our actions and behaviours, living by the core principle of 'Doing the right thing'.

1. Making digital government more affordable.

By re-using well-designed services, already co-created with the public sector and their users, we make it easier to launch digital strategies that bring people, communities, businesses, and infrastructure closer together for a more connected place. Multi-agency use comes as standard.

2. Open standards confidence, open-source flexibility.

Liferay DXP is our preferred open digital platform for making and re-using services that provides a sustainable way for local public services, health, housing, and communities to rapidly adopt open standards and open source-based digital services in a new style of partnership designed to connect places and communities.

3. Reusable cube components avoid unnecessary redevelopment.

Clients use this capability to accelerate transformation, avoiding duplication and cost, using integrated tools to enable personalised services, engaged communities and secure collaboration.

4. 20+ years working with the public sector.

Placecube has a wealth of government digital experience and has been working with local authorities and other public sector organisations, across Central, Health & Policing for over twenty years.

5. Leading Liferay Service Partner.

As the UK's preeminent Liferay Service Partner, the Placecube team is highly regarded as a specialist in creating, migrating, and deploying the global leading open-source DXP (Digital Experience Platform).

6. Provider of Knowledge Hub, the open knowledge platform for public service communities everywhere.

A platform to collaborate and share across teams, organisations, and communities. Co-designed with the public sector and used by more than 120,000 users from 5,000 organisations across 80 countries.

About Digital Community Management Support

Placecube's technology is an enabler for public service organisations everywhere to share and find information and learn from each other within online groups. Whilst technology is important, we believe that to be completely successful, an online community requires clear purpose, great planning, good leaders, compelling content, lively discussions, regular evaluation, and relationships built on trust. Placecube's digital community management support offers the blueprint to create just such successful communities based on proven methodology and techniques.

Benefit from tried and tested community and platform management expertise by tapping into the skills and knowledge of our community managers, who between them have more than 30 years' experience leading online communities. Whether you are running a single community of practice, multiple communities, or you manage a communities platform, Placecube's community management support packages can be tailored to your requirements.

We offer three levels of community management support, listed below. We aim to provide some examples of the types of activity that would be included, but as we work with each customer to produce their own bespoke community management plan specific to their needs, we would expect to carry out a mixture of these activities and more depending on the type of support required.

Basic	Advanced	Premium
4 hours per month community management support by an experienced community manager. Recommended for a single community. Example activities: • Developing a clear community purpose. • Providing key engagement tools and techniques. • Supporting other nominated community managers. • Day-to-day functional management including: ○ managing content ○ membership management ○ facilitating member discussions ○ regular community communications.	8 hours per month community management support by an experienced community manager. Recommended for a network or group of communities. Example activities include basic plus: • Ensuring shared best practice and consistency between nominated community managers. • Identifying participation benefits and an audience for growth. • Supporting the development and implementation of community content, communications and activity plan.	12 hours per month community management support by an experienced community platform manager. Recommended for a community platform. Example activities include basic and advanced plus: • Regular support sessions for nominated community managers and system administrators. • Providing tools and templates for nominated community managers to use. • Day-to-day functional platform management and support including: ○ content management ○ managing styling and layouts ○ user management ○ community set-up.

Why Placecube's Community Management Support?

Placecube has received excellent feedback for its community management support. Previous clients of our support and training packages include UKHSA, the Improvement Service for Scotland, the Foreign, Commonwealth and Development Office, the Infrastructure and Projects Authority and a Swedish local authority.



Service Scope

We expect to work in partnership with you to create a detailed community management support plan that meets your needs and fits within the bounds of your chosen package (as detailed above). While we have suggested possible tasks and activities under each package, each community, network and platform is different and has different needs, so we will work with you to ensure that your community management support plan makes the best use of your allocated hours and our expertise.

Pricing overview

Basic	Advanced	Premium
4 hours per month	8 hours per month	12 hours per month
£375 per month , charged on a quarterly basis	£750 per month , charged on a quarterly basis	£1,125 per month , charged on a quarterly basis

Contract information

Please see full terms and conditions.