

# Role Description

## Community Builder

---

|                       |   |
|-----------------------|---|
| <b>Leadership</b>     | Grade 1 of 4 (Researching, Supporting)            |
| <b>Category</b>       | Interns & Administrators                          |
| <b>Reporting Line</b> | Reports to Managers<br>Supervised by Coordinators |
| <b>Agreement</b>      | Unpaid at 3 days per week                         |
| <b>Term</b>           | 3 months  |

---

### Who we are

Communiter (CT) is a social enterprise with a mission to connect, engage and mobilise volunteers to tackle complex social issues. We're an aggregator, and we facilitate collaboration between government, corporate, education and community sectors to amplify their collective impact.

We are purposeful and pragmatic people who practise what we preach. We care deeply about other people, our community, and the environment we live in. Our organisational values are agency, equality, humanity, integrity and solidarity.

Pivoting through the challenging social and economic environment of the pandemic, we have emerged stronger with a new structure, a more diversified revenue stream and deeper customer engagements. We've also obtained substantial funding from contracts with the Department of Social Services and Study NSW that will accelerate our ability to achieve our vision whilst piloting new initiatives and validating new markets.

### The Role

This role will be involved in the ideation, implementation and refinement of community building strategies to ensure that users have a good volunteering experience. Separate to marketing or sales, this role's focus is on retaining and increasing engagement rather than increasing the user pool. You will lead community engagement initiatives and collaborate with your team members in Product Development to continually lift the user engagement on and off our platform.

We're seeking a proactive person who can design creative user-centric strategies to engage volunteers from corporate and university backgrounds, and representatives from volunteer-involving-organisations (VIOs). This is a unique and exciting opportunity to apply your soft skills whilst building a purposeful career. You will be able to put your own stamp on how Communiter builds communities to amplify social impact.



For more information, head to our [website](#).

## Responsibilities

- In collaboration with the Community team, create and drive our community engagement strategies to achieve our business objectives;
- Drive and coordinate our community engagement initiatives.
- Plan, coordinate, execute and validate the factors that lead to high user engagement;
- Facilitate successful virtual volunteering and provide technical support as needed;
- Listen and respond to user communication to better understand our personas;
- Work with the Employer and Educator Strike Teams to ensure that all new programs and services are implemented with the client smoothly;
- Monitor the 'health' of the community and provide insights to improve user experience;
- Any other work-related deliverables as directed by the Community Engagement Managers.

## Competencies

Experience: **Some relevant** education and/or similar work experience

- Studying or training in Community Engagement, Communications, Program Design or a related field;
- Previous experience in community building, sector engagement, or customer service in the not-for-profit sector;
- Strong skills in building and growing communities in different settings;

Projects: **Project delivery** skills

- Developing knowledge of work practices and projects;
- Ability to handle multiple projects at once;
- Strong interpersonal and communication skills, with the ability to work effectively with other internal teams to create impact.

Communication

- Ability to **collaborate with** Administrators and Interns;
- Ability to **report** information back to Coordinators, Liaisons, Officers and Managers.

## Specialisations

Interns are unpaid opportunities for students to hone their practice and to experience a work environment over a 3-4 month period.

Administrators serve as an entry-level position to take on responsibilities that are core to CT's service delivery, from either a capacity and/or a competency level.

Career progression and development discussions are a regular agenda item between you and your line manager. In addition, the organisational chart is regularly reviewed, updated and communicated internally to show upcoming vacancies and new roles to match the growth of the organisation.

KPIs are set with your line manager on a quarterly basis.

# Internship Program Overview

Communiter internships are one-of-a-kind and highly rewarding to those who give it their all. Our most important asset is our people. Being a purpose-led organisation with a young workforce, we have a supportive tight-knit culture that comes from the passion in doing something greater for the world. Being a values-driven team, we run both external and internal campaigns to act on our care about people, the community and the environment we live in.

As we are currently in a transition phase from start-up to SME, we move fast, and our interns are absolutely part of that journey. We know that this journey isn't for everyone, thus at one-third of the way into every internship, we will check in to ensure there is a good mutual fit between us.

## What do you give -> What do you get?

|   |  |
|---|--|
| Successful completion of the internship   | <b>Pathway to employment</b><br>A reference from us to improve your employability & potential career opportunities at Communiter   |
| Application of technical skills   | <b>Development of technical skills</b><br>An internal expert or external mentor to guide you professionally  |
| Engage in the workplace culture, including commitment to minimum at-office hours  | <b>Development of soft skills</b><br>Structured education, ie. group workshops and 1-on-1 sessions on 'how' to work and be the owner of your scope of work with real impact  |
| Willingness to learn and immerse yourself in your team  | <b>Swift and structured induction month</b><br>1-week induction schedule followed by 2-3 weeks of shadowing and functional work, with progressive responsibilities allowing you to prove yourself and achieve according to your ambition |
| Transparent communication about your progress, to what extent this internship is prioritised in your schedule and whether it aligns with your goals | <b>Mutual relationship of being taken seriously</b><br>Resources invested for your success & genuine respect given to you from day 1 as the owner of your role   |
| Fail fast, fail often approach  | <b>Upfront and constructive feedback</b><br>Honest observations and assessment on how you are doing, what your strengths and weaknesses are  |
| Hunger and curiosity for more, a go-getter attitude   | <b>Richer opportunities</b>  |

|  |  |
|--|--|
|  | Referrals and direct introductions to our connections & entry to more opportunities within your team and across the organisation |
|--|--|

**Relationships**

- Reports to: Community Engagement Manager
- Supervised by: Community Engagement Liaison
- Works with: Functional team: Community
- Collaborates with: Digital Storytellers, Event Coordinator, UX Designer

**Grade 1 Leadership Autonomy**

- Work with stakeholders on designated activities as a Community team member on a day-to-day basis;
- Ability to undertake routine activities with basic skills and knowledge;
- Exercise initiative in the application of established work procedures;
- Support the planning and production of activities within a clearly defined area of Community;
- Provide ad-hoc support and assistance to senior team members.