

Internship Role Description

Business Development Assistant

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

We're seeking a motivated, ambitious person who can use their drive and determination to research, collate, analyse data, to aid our sales process in corporate social responsibility (CSR) and learning and development (L&D) markets. This role will be a proactive powerhouse in supporting our lead generation, sales prospecting, outreach and growth. Our marketing and sales strategies rely on market trends and data, so that we can add value as a national leading supplier in servicing volunteer-involving-organisations (VIOs) with employee and student volunteers.

Those who complete the Business Development Assistant Internship at CT may continue onto a Community Consultant volunteering program, if so inclined, for more hands-on consulting experience with key VIO stakeholders.

Responsibilities

- Create, update and maintain target market CRM fields to understand our customers' needs, ensure data integrity and amplify our collective impact;
- Research and develop leads and conversions for potential Customers based on priority;
- Analyse data and produce reports on customer behaviour, sales and marketing performance, customer interactions and market trends;
- Maintain CRM entries of Customers including contact details, status, activity, deliverables and any other needs as necessary;
- Identify key stakeholders and contact details in target organisations;
- Identify the related CT value propositions for stakeholders (CSR, L&D etc);
- Conduct pre-consultation qualitative research of the target market organisation to learn about their business challenges, current market position, and technologies to identify business needs;
- Support the Customer team members in business development initiatives;
- Any other related work as directed by the Partnerships Manager.

Competencies

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

- Studying or training in Studying or training in Business Administration, Marketing, Sales, Research or Data Analysis;
- Previous experience in research and/or data gathering;
- Strong analytical skills and ability to make data-driven, concise decisions.

Project **delivery**

- 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 month period. 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 | Pathway to employment A reference from us to improve your employability & potential career opportunities at Communiter |
| Application of technical skills | Development of technical skills An internal expert or external mentor to guide you professionally |
| Engage in the workplace culture, including commitment to minimum at-office hours | Development of soft skills 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 | Swift and structured induction month 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 | Mutual relationship of being taken seriously Resources invested for your success & genuine respect given to you from day 1 as the owner of your role |
| Fail fast, fail often approach | Upfront and constructive feedback Honest observations and assessment on how you are doing, what your strengths and weaknesses are |
| Hunger and curiosity for more, a go-getter attitude | Richer opportunities |

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

Relationships

- Reports to: Partnerships Manager
- Supervised by: Sector Development Coordinator
- Works with: Functional team: Customer
- Collaborates with: Sector Engagement Liaisons, Sector Development Managers

Grade 1 Leadership Autonomy

- Work with stakeholders on designated activities as a Customer 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.