

Role Description

Administration Assistant Internship

Leadership	Grade 1 of 4 (Researching, Supporting)
Category	Interns & Administrators
Reporting Line	Reports to Manager
Agreement	Unpaid at 3 days per week
Term	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're also on the cusp of learning the outcomes of several big government tenders that will accelerate our ability to achieve our vision whilst reinforcing our financial sustainability at the same time.

The Role

We are seeking a supportive, operations person who delights in solving day-to-day problems to create an amazing workplace experience. You would be contributing towards a range of operational projects and overarching team member working experience in the Operations team.

This role will be involved in both the administration and coordination of these projects, and will be mentored by internal stakeholders with a wealth of experience in Operations Management. This is a unique and exciting opportunity to apply your skills whilst building a purposeful career. You will be able to put your own stamp on how Communiter can amplify social impact.

Responsibilities

- Work with the Operations Manager to support internal initiatives, projects and the provision of staff
- Work alongside the Operations Manager on initiatives to support the culture of Communit eer
- Support organisation-wide team meetings, workshops and internal events.
- Support the maintenance of internal systems including human resources & recruitment data, IT management & subscriptions and internal equipment.
- Work with the Operations Manager to support to support the development of documentation and procedures for operational processes;
- Research for Operational Communit eer initiatives
- Any other work-related deliverables as directed by the Operations Manager or CEO.

Competencies

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

- Studying or relevant experience in Business Administration, People and Culture; Project Management or Customer Service
- Previous experience in administration and/or coordinating people & processes on and offline;
- Strong coordination skills including planning, communication, time management and interpersonal skills;
- Strong writing, editing, and proofreading skills.

Projects **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 content.

Communication

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



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

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	Mutual relationship of being taken seriously Resources invested for your success & genuine

schedule and whether it aligns with your goals	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: OperationsManager
- Supervised by: Operations Manager
- Works with: Functional team: Operations
- Collaborates with: Functional Coordinators

Grade 1 Leadership Autonomy

- Work with stakeholders on designated activities as a Operations 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 Marketing;
- Provide ad-hoc support and assistance to senior team members.
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