

Role Description

Community Builder

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

Who we are

Communiter is an exciting young 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.

Communiter consists of a young and diverse workforce, rapidly moving from start-up to scale-up with the recent commitment of over \$1.5 million in funding to engage student volunteers coming from both the Federal and State (NSW) government.

We are located in the vibrant business precinct of South Eveleigh. The precinct embodies the nature of Communiter, hosting university students, tech startups, well-known Australian brands like Commonwealth Bank and small Not-for-Profits like 107 Projects.

Our internship program is part of our commitment to bringing in young and fresh ideas and empowering late-year university students to become entrepreneurs and think creatively.

Our internships are flexible, allowing you to create a schedule that suits you and your needs, balancing both work from home and in the office at South Eveleigh.

By doing an internship with us, you will receive support from the management team including weekly 1on1 meetings with the Community Engagement Manager. You won't be restricted to data entry or limited in your ability to contribute meaningfully, you will be able to undertake the role as outlined below with the ability to help co-design your experience - throughout your internship, you will be able to focus on specific areas of Community Engagement to take on projects that excite you.



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

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 from marketing or sales, this role's focus is on retaining and increasing engagement rather than increasing the user pool.

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.

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



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

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	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: 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.