

Internship Role Description

Service Delivery Administrator

Leadership

Grade 1 of 4 (Researching, Supporting)

Category

Interns, Administrators & Junior Specialists

Reporting Line

Reports to Managers

Agreement

Unpaid at 3 days per week

Term

3 months

Who we are

Communitier (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 work closely with the Service Delivery Manager to support and streamline the Employer, Educator and Government project delivery process. We will work together on improving the way we work with our clients, to better meet the needs of the for-purpose organisations who service vulnerable and disadvantaged groups across the nation.

From taking part in our blue sky workshops to liaising with internal stakeholders, you will get to experience the day-to-day of being part of project delivery teams that focuses on problem solving whilst collaborating with team members of different specialisations. You will be exposed to different sectors, industries and needs, basic project management training and office cultural routines to coordinate projects and innovate on volunteer engagement programs with other team members.

Responsibilities

- Set up internal meeting and workshop times, agendas, locations, take minutes and write internal communications on next steps, project updates and follow-ups;
- Document and support the follow-through of project plans, action items, routines, deadlines;
- Liaise with team members across the organisation to assist with the smooth coordination and running of projects;
- Collate, proofread and organise client packs and documents from other team members;
- Review, execute and measure the success of project tasks in program planning and delivery for employees and students;
- Support the Service Delivery Manager in managing external client data collection, client profile updates and file note management to aid the regular review of key deliverables;
- Any other work-related deliverables as directed by the Service Delivery Manager.

Competencies

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

- Relevant experience in project coordination, stakeholder liaison, workflow improvements;
- Skills in structured planning, organising information, following deadlines, and professionalism.

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 3-4 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 scale-up, 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
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Relationships

- Reports to: Service Delivery Manager
- Works with: Functional team: Customer, Strike Team: Employer, Educator & Gov

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.