



POSITION DESCRIPTION

COMMUNITY ADVISOR

TITLE: Community Advisor
REPORTING TO: Community Manager
DIRECT REPORTS: None
LOCATIONS: Wellington
DATE CREATED: 15/08/2018

InternetNZ overview

InternetNZ is the home and guardian of .nz, providing the infrastructure, security and support to keep it humming. We help New Zealanders harness the power of the Internet through our community grants, research and policy. We are champions for an Internet that is accessible, open, and secure for all New Zealanders.

Purpose

Community engagement is essential to InternetNZ achieving its goals. To help New Zealanders harness the power of the Internet, we need to engage our communities and help with sharing the Internet's benefits and uses. We inject time, expertise and investment into community and research projects. We sponsor events and want to build a diverse and interested member base to share our vision of an Internet that is open, secure and for all New Zealanders.

The Engagement team is responsible for developing and implementing strategies that achieves these goals. We work to deliver effective and consistent messages to our full range of stakeholders and members; and to deliver effective community programmes.

Our Community Advisors will collaborate internally with InternetNZ staff, and within the New Zealand Internet Community, to develop and advance InternetNZ's community funding, sponsorship and membership programmes. They will deliver to these

programmes by coordinating and contributing to the operational delivery of InternetNZ Business Plan activities, with a focus on the community and membership engagement.

The successful applicant will have an interest in supporting initiatives for the development of the Internet community, especially philanthropic funding. They will be comfortable working in a collaborative, constructive and professional manner with a wide variety of people and organisations. They will be a confident administrator and have experience in the coordination of multiple processes simultaneously.

Responsibilities in the position description may be divided between roles in the team on a case by case basis. While the focus of any individual of these roles may then be on a smaller subset of these responsibilities, the successful applicant must be capable of performing all of the responsibilities in this role.

It is important to note that, in addition, they will also take on a small number of additional, routine tasks. As a team player, we expect all staff members to work with their colleagues in a helpful and supportive manner.

Relationships

Internal:

Council, Group Chief Executive, Engagement Director, Community Manager, other Community Advisor, Communications Manager and Advisors, Events Manager, Office Manager, Office Coordinator, Organisational Services team members, and the rest of the InternetNZ group team

External:

Grantees, Members, other national and local funders, third party suppliers, key community stakeholders and other current / prospective customers.

Accountabilities

The position will be responsible for performing services as follows:

Manage grant and sponsorship applicants

- Process grant and sponsorship applications, enabling the organisation to support the wider Internet community, and gain commercial benefit where appropriate.
- Be the point of contact and engagement for potential/past grantees and their queries, provide advice when necessary.

- Manage workflow including papers for Funding Panel and Council meetings, recommendations, and urgent applications.
- Ensure Panel meetings are scheduled, any domestic travel/accommodation is arranged, and support assessment processes as required. Take minutes and notes at Panel meetings as required.
- Support community funding impact plans.

Run and support InternetNZ's membership programme

- Lead member engagement events, and deliver member engagement opportunities at other InternetNZ events.
- Lead the annual member renewal process, and support the annual Council elections process.
- Work across the organisation to deliver to that vision and proposition to develop and implement real meaningful opportunities for members to engage in relating to InternetNZ's Vision and Mission.
- Own and champion the interests of InternetNZ members at InternetNZ, and provide them with a member experience that is engaging and satisfying.

Support InternetNZ's Community Engagement work

- Attend events in the internet community representing InternetNZ, and report back to InternetNZ on insights about objectives, interests, and opportunities for collaboration. National travel may be required.
- Liaise/communicate with people from the Internet community as requested.
- Develop and implement strategies and plans for increasing engagement on online platforms from internal staff, members and stakeholders.
- Become a Subject Matter Expert on using SmartyGrants, our voting systems and Discourse and how these may be used most effectively as grants and engagement platforms.
- Administer core online tools for grant management, stakeholder management and membership. Develop Subject Matter Expertise in our systems, and use insight to enhance effective engagement By InternetNZ.
- Work closely with key staff to keep all relevant staff informed on Community Programme workflow, including Finance regarding contracts and payments for grants, sponsorships and membership.

Champion and live the team charter

We build trust, in order to grow as one InternetNZ group:

- We will respect each other.
- We are here to do the best we can.
- We will be better than we were yesterday.

Health and safety

- Take care to ensure the health and safety and wellbeing of not only yourself but also of others during the course of InternetNZ business.
- Follow InternetNZ health and safety guidelines including recording and reporting all hazards and potential risks and following reasonable instructions given by the business.

Qualifications and experience

- have a clear understanding of, and empathy for, InternetNZ philosophy, mission and objectives
- a communications or marketing qualification is preferred
- excellent oral and written communication skills are essential
- external stakeholder relationship development experience is essential
- experience in customer sales, stakeholder management and/or in a membership or NGO environment is preferred
- proven initiative and a self-starter
- effective at developing relationships with internal and external customers
- has the ability to see and approach things from an organisational view.

Competencies

Communication skills (oral and written)

- Communicates information politely, clearly and accurately. Actively listens, understands and responds to questions and opposing views in a way that acknowledges the other person's position. Presents their own views assertively and considerately.
- Understands how to communicate publicly. Presents competently, and convincingly.
- Ability to challenge whilst maintaining strong working relationships.

Conflict management

- Stays calm in stressful situations, able to control their emotions whilst being aware of verbal and non-verbal communication.
- Communicates opinions in a clear, tactful and non-threatening manner.

Influencing others

- The ability to inspire and challenge others through a range of interpersonal, communication, presentation and assertiveness techniques.

- Bringing energy and enthusiasm to interactions and situations; with the ability to get others energised and involved.

Initiative

- Displays resourcefulness and the drive to achieve.
- Using resilience and determination, ensure work is completed with minimal supervision.

Planning and organising skills

- The ability to set clear goals and meet deadlines through prioritising and maintaining focus on key outcomes.
- Processes information quickly, translates thoughts to clear and articulate communications with the ability to make informed decisions in a timely manner.

Prioritisation

- Weigh up and compare the importance of several tasks and projects utilising the input from others as required.
- Adapt work and outputs to ensure that prioritisation is retained so ultimately deadlines are met and outcomes communicated.

Problem solving and analysis

- Solves day to day operational problems by reference to established procedures.
- Uses initiative and innovative thinking.
- Recognises when problems/issues lie beyond their ability or authority.

Teamwork

- Encourages and supports others. Contributes to team activities. Shares workload. Supports team decisions. Shares ideas/information and experience with team members.

Customer orientation

- Demonstrates concern for meeting the requirements of external and/or internal customers.
- Through engaging positively with customers, finds ways to quickly and effectively solves customer problems.

Flexibility

- Open to different and new ways of doing things and is able to see the merits of perspectives and views of others.

- Willingness to modify one's preferred way of doing things and demonstrates a positive approach to new organisational structures, procedures, and technology.

Collaboration

- Develops, maintains and strengthens relationships while securing support and forming alliances with both internal and external stakeholders.
- Forges connections with key stakeholders, cultivating win-win relationships and building effective coalitions.
- Works horizontally as well as vertically within and outside InternetNZ with the goal to win cooperation from others.