



Job Description Form: Online Community Project Officer

Part-Time Fixed Term Contract (6 months) August 2017 – January 2018

Befriend Inc. is a Perth-based non-profit with a vision of an inclusive, connected society. To work towards this vision, Befriend operates the Befriend Social Network, a community of 6,000 adults from diverse backgrounds and walks of life who connect through regular, inclusive, localised social gatherings and events. The Online Community Project Officer position has been created to assist with the short-term implementation and rollout of a new CRM system to support the centralised operations of the Befriend Social Network.

This system is an 'off-the-shelf' community management and engagement platform designed to be set-up by people without advanced IT skills. This role requires IT proficiency, but will focus more on influencing user behaviour through smart system design, communications, training and support.

The objectives of the Project Officer's role are:

- 1.1 To manage the implementation of a new CRM system as the central operating platform for the operations of the Befriend Social Network.
- 1.2 Liaise, consult and communicate with all stakeholder groups internal and external to the organisation to ensure the successful implementation of the new CRM.
- 1.3 Apply technical knowledge and experience to support the transition and integration of existing systems and processes affected by the new CRM.

Duties:

To address the above objectives, the Project Officer's duties may include:

- Work with CRM product team staff to implement the new CRM system within Befriend operations
- New CRM system set-up and configuration
- Integration of new CRM system with accounting and communications systems
- CRM system testing through member and volunteer user groups
- Diagnose and address database performance issues
- Integration of system changes following user feedback and experiences
- Development of system use processes, policies and procedures
- Create and implement a communications plan to drive member uptake of the new system
- Management of all stakeholder communications related to implementation of new CRM
- Plan, prepare, coordinate and deliver training to volunteer Event Hosts in use of new CRM system and impact on existing role and processes
- Plan, prepare, coordinate and deliver training to Social Network members in use of new CRM system and impact on participation and information access
- Plan, prepare, coordinate and deliver training to community partner organisations in use of new CRM system and impact on existing referral pathways
- Troubleshoot database production problems and connectivity issues
- Update ICT system processes, templates and tools as relevant to the new CRM
- Document database policies and procedures for internal management of new CRM



- Ongoing liaison with Community Manager to support staff up-skilling and sustainable management of new CRM system, embedded in daily processes for Social Network operations

Commitment: The position is a short-term (6 months) Fixed Contract for the duration of the project, from August 2017 – January 2018, at 0.6 FTE.

Remuneration: The Project Officer is employed at a salary of \$65,000/yr pro rata, plus super.

Eligibility:

The following qualities, skills and experiences are **essential** for the position

- Inclusive values towards the social inclusion of people from diverse backgrounds
- Comfortable using a range of ICTs at an intermediate level
- Experience in being part of an active online community
- Experience managing a project and achieving deadlines
- Previous experience working as part of a project team
- Skills in designing and presenting high-quality marketing messages and materials, and distributing them via social media
- Experience with set-up, administration, integration and maintenance of CRM systems
- Experience writing and delivering training
- Strong communication skills and experience in communicating with a diverse range of people
- Strong problem-solving, negotiation and conflict-resolution skills
- Empathy, compassion, patience and kindness
- Excellent time management skills
- National Police Clearance

The following qualities, skills and experiences are **desirable** for the position:

- Experience as a member of the Befriend Community
- Experience managing ICT 'off-the-shelf' product implementation projects
- Experience with database design, implementation and management
- Relevant qualification in Communications, Change Management or Information Technology
- Certificate IV in Training and Assessment and/or relevant experience facilitating workshops or delivering training
- Relevant experience in engaging with people with disabilities, people with mental health issues, and people from culturally and linguistically diverse backgrounds

Application process: To apply, please send your resume and a cover letter addressing your suitability for the position to Kathleen Burton as soon as possible. Interviews will be conducted on an on-going basis until the position has been filled.

For further information, contact Kathleen Burton on 0481 540 337 or kathleen@befriend.org.au

Thank you for your interest in Befriend Inc.