



CAPITALS COALITION

- Job title:** Global Community Officer
- Grade :** £26,000-29,000 / €29,500-32,900
- Status :** Contractor or employee
- Term :** Full time, 6-12 month initial contract with the possibility to extend
- Location :** Home based, must be eligible to work in the UK or the Netherlands

Overview:

The Capitals Coalition is a global collaboration transforming the way decisions are made by including the value provided by nature, people and society. Our ambition is that by 2030 the majority of business, finance and government will include all capitals in their decision-making, and that this will deliver a fairer, just and more sustainable world. We are at an exciting time in our history, having united the global natural capital and social and human capital communities in 2020. In 2021, we launched a new online platform, The Community, and new website to support our growing, global community. We are now looking for a Global Community Officer to curate content and lead data insights for this community.

We are looking for someone who enjoys building collaborative networks that support people to find solutions to shared challenges. You will have a strong 'can-do' attitude, excellent communication and organizational skills, and the ability to drive high data quality and analysis. You believe people and planet must be at the heart of decision making through a capitals approach and enjoy understanding how different stakeholders interact to deliver impact.

Main purpose of job:

The Global Community Officer is responsible for curating engaging and dynamic digital content that fosters interaction among the global capitals' community through our online platform, The Community. You will be responsible for ensuring that the latest content – from projects led by the Coalition to what is happening in the news – is shared with the global community. You will work closely with the team to onboard new organizations, facilitating collaboration between them and the wider capitals community. You will drive data-led decision making by providing data insight into the trends of the community through our CRM and online platforms, managing data quality and supporting the Coalition to drive engagement and uptake of a capitals approach. You will also support the development of online and offline events.

Key responsibilities:

Community Coordination (50%)

- Curate engaging content that ignites discussion and drives communication with and among The Community.



- Liaise with project owners and support them to curate online collaboration and discussion, to ensure the community is well represented across work streams, such as through collating lists of people to engage for project purposes.
- Support the onboarding of new organizations by connecting them with relevant projects and organizations.
- Undertake marketing, event management and editorial support for the global community as requested, ensuring they are engaged and involved in the Coalition's work.
- Ensuring the community model and the relationship with individual partners contributes to constant learning and facilitates the exchange of knowledge and insights within the community.

Data Management (30%)

- Provide high-level quantitative data analysis of Customer Relationship Management (CRM) software and the online community platform to identify trends in the global community engagement.
- Interpret the analysis to make recommendations for improving our work.
- Support a culture that understands and embraces the importance of data best practices.
- Ensure high CRM data quality, improving the standard of data and capture processes in place, including links between CRM, MailChimp and the website.

Administration (20%)

- Provide admin support for The Community by troubleshooting with support teams, managing invitations and sign ups and ensuring high quality data for analysis.
- Provide admin support for Capsule, our CRM, ensuring high data quality for analysis.
- Assist with presenting content for The Community, including formatting documents, preparing power point presentations etc.

Person Specification:

- A minimum of two years' professional experience of building and managing a community with the ability to see and build on connections between people and ideas.
- Prior experience working with MailChimp and Capsule, or another similar CRM software.
- Experience in or an affinity for working with online community management software to deliver and support integrated communications and reach target audiences.
- Proven experience in data analysis and presenting complex information in a concise and compelling way.
- Meticulous attention to detail and accuracy.
- Good understanding and interest in capitals' content and ability to translate capitals for different audiences.
- Strong interpersonal skills with a proven ability to foster relationships and bring people together.



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- Excellent communication skills – written and verbal; ability to communicate effectively with people at all levels, both internally and externally, written and orally.
- Excellent administrative and organisational skills, including the ability to plan, multi-task, prioritise and work on own initiative to deadlines.
- Strong 'can-do' attitude - able to see likely pitfalls and problems and respond accordingly.
- Collaborative working style; happy to work independently and as part of a small team.
- Strong commitment to and enthusiasm for the vision of the Capitals Coalition.

Desirable

- International business, not for profit or international organisation background/or experience.
- Ideally the position will be in the Netherlands or the UK where our main offices are based.

Apply

Please send a CV and cover letter to info@capitalscoalition.org by 12 noon (CET) on the 10th of March 2021. Please state the role in the subject line and kindly note that only short-listed candidates will be contacted.

The Coalition consists of organizations from all around the world and with people of different gender, race, age, religion, sexual orientation, physical ability, geography, political affiliation and country of origin, and as much as possible we want this to be reflected in our team. We are committed to promoting a diverse and inclusive community and we welcome applications from all backgrounds.