

African Business Association, Yorkshire

<https://abfb.co.uk/job/community-management/>

Community Management

Description

We are looking for a dedicated and passionate volunteer to join our team as a Community Manager. As a Community Management volunteer, you will be the primary point of contact for our organization's community members, fostering engagement, providing support, and creating a welcoming environment. Your efforts will play a key role in building a strong and vibrant community around our organization.

Responsibilities

1. Engage with our community members through various communication channels, including social media platforms, forums, and email.
2. Monitor and respond to community inquiries, comments, and feedback promptly and professionally.
3. Foster a positive and inclusive community environment by promoting respectful and constructive interactions among members.
4. Share updates, news, and relevant information with the community through newsletters, announcements, and social media posts.
5. Identify and nurture community leaders and advocates, encouraging their active participation and contributions.
6. Collaborate with the marketing team to develop and implement community engagement strategies and campaigns.
7. Organize and moderate community events, such as webinars, Q&A sessions, and online discussions.
8. Gather insights and feedback from the community to inform the organization's decision-making processes and improve our services.
9. Collaborate with cross-functional teams to ensure community members' needs and concerns are addressed effectively.
10. Stay informed about community trends, best practices in community management, and emerging online platforms.

Qualifications

1. Excellent written and verbal communication skills, with the ability to engage and connect with diverse community members.
2. Strong interpersonal skills to build relationships, resolve conflicts, and maintain a positive community atmosphere.
3. Empathy and a genuine interest in understanding and meeting the needs of our community members.
4. Familiarity with social media platforms, online forums, and community management tools.
5. Basic knowledge of marketing and communication principles.
6. Ability to handle sensitive and confidential information with professionalism and discretion.
7. Strong organizational skills and the ability to manage multiple community-related tasks simultaneously.
8. Flexibility to adapt to changing community dynamics and respond to community needs.
9. Passion for our organization's mission and a commitment to fostering a supportive and inclusive community.
10. Availability to participate in occasional evening or weekend community

Hiring organization

African Business Association,
Yorkshire

Employment Type

Volunteer

Application Deadline

25.02.2025

Date posted

7 December 2023

events.

Job Benefits

Join our team as a Community Management volunteer and help us build a vibrant and engaged community around our organization. Your dedication and communication skills will contribute to fostering meaningful connections, promoting collaboration, and making a positive impact on our community members' lives.