



FRONTLINE SMS

FRONTLINE SMS COMMUNITY SUPPORT COORDINATOR

Reporting to: Executive Director – Core Team
Salary: £20k per annum
Hours: 37 Hours
Based: London

Context

FrontlineSMS helps organisations throughout the world harness the power, potential and reach of mobile technology to effect positive social and environmental change.

Our software platform enables users in remote and underserved areas to turn a laptop computer and a mobile phone into a two-way communications hub, enabling SMS (text message-based) communication among large populations without the need for the Internet. Since 2005, over 8,000 people have downloaded and applied FrontlineSMS in their work, reaching millions of people in the process. Because it works without the Internet, FrontlineSMS is enabling often life saving information to be communicated to remote areas in the developing world where some of the most underserved and marginalised populations live – places many other tools don't reach.

Our core values have been formed as our work has evolved, and remain central to the work we do; a commitment to listen to FrontlineSMS users and put them first at all times; a hands-off approach in which users, and not the core team, are central to implementation; and an 'eco-system' approach to growth and expansion which values the diverse and dynamic FrontlineSMS community of users, developers and supporters. By being open with our code and allowing users to openly share uses and ideas, an innovation ecosystem has built up around FrontlineSMS, with both individuals and organisations taking our core platform and building sector-specific modules and tools.

The most visible and exciting part of the thriving FrontlineSMS ecosystem is our growing community of sister organisations, separate projects which fall under the FrontlineSMS umbrella who are developing sector-specific plug-ins to do new and incredibly exciting things. Two of the more prominent sister organisations focus on community health and microfinance, and a number of other committed individuals are working on their own custom implementations in education, access to legal services and media, among others. Over 2011 we will be developing a new commercial model, selling our support services to organisations that can afford to pay, in full or in part, to help continue to fund our mission.

This is a newly created, full-time role as an employee of FrontlineSMS, reporting to the Executive Director (Core Team). The postholder will be both accountable for a range of routine administration and operational activities, and provide highly flexible support to whatever area of the business requires it, in particular helping to develop and maintain the FrontlineSMS user community, and our social media communications. The post holder must therefore be skilled at prioritising their work effectively.



FRONTLINE SMS

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Responsibilities - Administrative

1. Accountable for creating and delivering effective and appropriate systems for administering staff information within the organisation, including annual leave and absence tracking
2. Accountable for all aspects of preparation for FrontlineSMS recruitment as directed by the appropriate manager, including placing adverts, distributing packs, date-setting and communication on invites etc.
3. Accountable for ensuring staff records are kept up to date including issuing standard contracts and job descriptions, ensuring that personal details are accurate, and that appraisals are copied and kept for managers.
4. Accountable for ensuring that general enquiries are dealt with quickly and efficiently and that FrontlineSMS is viewed as a warm and welcoming place.
5. Coordinating travel arrangements as requested.
6. Accountable for compliance with health and safety legislation and appropriate risk assessments.
7. Accountable for managing the team diary and organizing events as requested
8. Accountable for ensuring the timely and efficient provision of all office supplies / team requirements.
9. Formatting and organizing reports as requested
10. Ensuring the effective filing and storage of all FrontlineSMS files and records
11. Administrative support to the Advisory Board including paper work for new members, minutes and agendas.

Responsibilities - Operational

1. Working to help develop and grow the FrontlineSMS User Community, including:
 - Accountable for maintaining the download and user databases and welcoming new downloads
 - Accountable for maintaining the Ning user Community site
 - Accountable for approaching users for case studies and guest blog posts
 - In conjunction with the Executive Director (Core Team), supporting the development of thematic resources
2. In conjunction with the Executive Director (Core Team), delivering timely, engaging social media interaction and content on FrontlineSMS, including Twitter, Facebook, and the

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FrontlineSMS blog and newsletter

3. In conjunction with the Communications Officer, identifying and developing opportunities for formal communications activities in support of FrontlineSMS, including helping to develop a message calendar and other key resources
4. In conjunction with the Executive Director (Core Team), supporting the strategy development process for FrontlineSMS, including helping to produce strategy documents, maintaining monitoring processes, and organising learning events.
5. Undertake any other duties reasonably requested by the Executive Director (Core Team).
6. Uphold and embody FrontlineSMS values.

Person Specification

Essential

1. High level of computer literacy, including experience of and personal investment in social media including writing long- and short-form web content
2. Demonstrated interest in international development, aid, human rights or environmental issues. A relevant undergraduate degree would be an advantage.
3. Strong administration skills; accurate, organised and punctual
4. Enjoys working within a team and secure relevant information from staff in an efficient and pleasant manner.
5. Ability to juggle a complex workload and prioritize duties
6. Ability to work independently, with limited supervision
7. Ability to meet deadlines without continual prompting or support.
8. Ability to absorb information and learn new skills quickly
9. Proven ability to work with colleagues who work remotely, primarily using email, phone and social media.
10. Flexible and open-minded approach with a willingness to get stuck in with whatever needs doing at this small, dynamic charity!

Desirable

1. Previous experience of Community Interest Companies, Not for profit organisations and charity
2. A Health and Safety qualification
3. Experience of establishing procedures and policies from scratch
4. A passion, interest or experience of mobile technology