



# SYN

## SYN Media Position description

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<b>POSITION TITLE</b>	Community Manager	<b>TERMS OF EMPLOYMENT</b>	Full-time, 12-month contract with the possibility of ongoing work in the future
<b>REPORTS TO</b>	General Manager	<b>SALARY</b>	\$50,000 - \$60,000 plus statutory superannuation
<b>DIRECT REPORTS</b>	Content Coordinator, Community Engagement Coordinator		
<b>WORK LOCATION</b>	SYN HQ, RMIT Building 12, Level 3, Room 97 420 Swanston St, Melbourne 3000 and remotely from home as needed		
<b>CLOSING DATE</b>	11:59pm on Wednesday the 5th of May 2021		
<b>NOTE</b>	SYN encourages young people under the age of 26 to apply and are interested in candidates that have space to grow and develop in the role.		
<b>CHILD SAFE POLICY</b>	SYN is committed to child safety. We have zero tolerance of child abuse. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out working with children checks, police checks and reference checks as we see fit to ensure that we are recruiting the right people.		
<b>APPLICATION DETAILS</b>	Email in a single PDF document to SYN's General Manager, Evrim Şen, at <a href="mailto:gm@syn.org.au">gm@syn.org.au</a> , with the subject line "Community Manager Application May 2021".		

### 1. ABOUT SYN

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SYN is a media organisation, run by a community of young people. We provide platforms and opportunities for young Australians to broadcast their views on issues and ideas that matter to them. Our aspiration is to empower young people through media making. We inform and empower young people by providing facilities, mentorship, support and training that allows them to gain access to various broadcasting opportunities and practical industry experience in all facets of the media, as detailed in the organisation's [2020-2021 Strategic Plan](#). SYN's staff support and develop the strength of our volunteer base who are the creators and owners of all content across our various platforms. All volunteers are under the age of 26. SYN's current operations include:

#### **SYN Radio (90.7 FM and DAB+ digital)**

SYN operates a full-time community broadcasting license and can be heard throughout Melbourne, Geelong and in parts of regional Victoria on FM and DAB+. Our broadcast additionally streams live from our website. SYN's radio content is as diverse as its volunteers and rotates its grid five times a year. SYN's Radio Department is run entirely by young volunteers. SYN's radio audience is approximately 70,000 listeners a week.

#### **SYN Podcasts**

SYN currently runs a yearly podcast incubator program, providing mentoring and training to young podcast producers to launch original ideas. In addition, all year round SYN provides the space, facilities and platform for free to its volunteers to create, record and distribute original audio content online through all podcast search engines. SYN's content creators also redistribute many of their live radio programming as on demand podcasts.

#### **SYN TV and Screen**

SYN's TV and Screen Department is entirely run by young volunteers and currently produces a fortnightly community television program, with accompanying online video content on Instagram and YouTube. Up to 15,600 people watch SYN's award winning flagship TV production, *1700*, that broadcasts on Channel 31 across Melbourne and Geelong.

#### **SYN Online**

SYN manages [syn.org.au](http://syn.org.au), an online platform for people under the age of 26 to exhibit, distribute and share their content. SYN Online features a live radio stream, podcasts, videos and written reviews.

## **SYN Media Learning**

SYN Media Learning provides media education experiences for young Australians and those who work with young Australians. Media Learning is SYN's largest social enterprise, offering media training to young people in Melbourne through hands-on radio and new media workshops. Each year SYN works with more than 100 secondary schools and other groups to offer training through innovative peer-to-peer programs to approximately 4,000 young people per year. We also provide [tailored educational program experiences](#), with various corporate organisations.

## **2. JOB SPECIFICATION**

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### **PRIMARY FOCUS**

The Community Manager is responsible for promoting the development and growth of SYN volunteers in our strategy and supporting them through their SYN journey. They will ensure each volunteer has a meaningful and positive experience of our organisation and community.

This position coordinates a range of volunteer programs throughout the year including SYN Awards, SYN Camp, leadership team workshops, SYN's Mentoring Program and many more. The Community Manager provides day-to-day support to volunteers, manages membership data, volunteer communications and develops strategies to engage more young people to participate at SYN. They drive the strategy of the community department and oversee two coordinator team members.

### **KEY RESPONSIBILITIES**

- Manage activities, budgets, staffing and workplace culture within the Community department
- Provide direction and feedback to the Content Coordinator and oversee the delivery of content projects, including the Podcast Incubator and JobPod
- Provide direction and feedback to the Community Engagement Coordinator and oversee the delivery of community engagement projects, including the International Student Project, SYN Induction and SYN Volunteer Workshops
- Coordinate SYN's Leadership Development Program with the support of the Content Coordinator, including recruiting and supporting SYN's volunteer Leadership Team
- Coordinate SYN's Mentoring Program with the support of the Community Engagement Coordinator, including recruiting mentees and mentors and developing industry partnerships
- Contribute to SYN's grants strategy and prepare funding applications and acquittals
- Manage memberships (current volunteers and alumni), collect member data, maintain and develop the membership and contacts databases alongside the Operations Manager
- Coordinate event logistics, including the annual Volunteer Leadership Camp, SYN Awards and other volunteer events
- Compile and distribute the fortnightly Volunteer Newsletter and manage other internal communications including within the SYN Facebook group with current members
- Provide support and advice to SYN volunteers as needed

### **RESPONSIBILITIES shared with all SYN staff**

- Adhere to SYN's values of Opportunity, Independence, Innovation, Inclusion and Participation
- Maintain a high standard of work practices and ensure integrity, respect and confidentiality while carrying out core tasks
- Work cooperatively with staff and volunteers to achieve the organisation's objectives

## **3. PERSON SPECIFICATION**

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## PERSONAL ATTRIBUTES

You are passionate about media and find fulfilment in working with young people to help them achieve their goals. You have excellent interpersonal skills, value emotional intelligence, and are excited by motivating and inspiring others. You take initiative, you enjoy coordinating strategic projects and can work both unsupervised and in a team environment. You look out for the things people may miss, asking the questions to move the project forward, and are driven by timelines and objectives. You are a strategic thinker and skilled at communicating your ideas to varying audiences. You welcome constructive feedback, and you are an empathetic leader. You want to build a career in the community arts / media sector.

## SELECTION CRITERIA

Skills, Knowledge, Qualities, Experience

Required\*:

- 1. Experience managing projects or events and achieving project objectives to a deadline**
- 2. Experience managing volunteers and the ability to work collaboratively with young people from a diverse range of backgrounds**
- 3. Stakeholder management skills, including the capacity to establish and maintain positive relationships with funding partners and other community organisations**
- 4. Experience managing grants, including preparing submissions, reaching objectives, and preparing acquittals**
- 5. Advanced problem-solving skills and the ability to communicate and prioritise project deadlines and outcomes**
- 6. Maintain a calm demeanour and adjust priorities when expectations change or things don't go as planned**
7. Commitment to SYN's values and a passion for young people, youth issues participation and youth voice
8. Ability to work with flexibility at SYN's office and from home
9. A working with children check or ability to attain one

Desirable:

- An understanding of the community broadcasting sector and/or the broader youth, media or arts sectors
- Experience delivering workshops/training to young people
- Experience using Salesforce, WordPress, and/or Microsoft Teams

\*Applicants who fill most, but not all, of the essential selection criteria are still encouraged to apply. SYN favours applicants who show capacity for growth and development within the role. If you are unsure if your skills and experience are applicable, please contact SYN's General Manager, Evrim Şen, at [gm@syn.org.au](mailto:gm@syn.org.au).

## 4. APPLICATION PROCESS

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To apply, please provide the following information:

- A maximum one-page cover letter, detailing why you are interested in the position.
- A maximum two-page CV, including minimum two professional references, including your most recent/current manager.
- Written responses to a minimum the first six bolded selection criteria, describing your relevant skills and experience, with no more than 150 words for each answer.

SYN is an Equal Opportunity Employer. People with disabilities, people from culturally and/or linguistically diverse backgrounds and Aboriginal and Torres Strait Islander people are encouraged to apply for this position.

Email all applications in a single PDF document to SYN's General Manager, Evrim Şen, at [gm@syn.org.au](mailto:gm@syn.org.au), with the subject line "Community Manager Application May 2021".

Applications close at 11:59pm on Wednesday the 5th of May 2021. Late applications will not be accepted.

All applicants will be contacted within one week of the application deadline and candidates who progress to the next round will be invited to a job interview.

For more information on this position, email Evrim at [gm@syn.org.au](mailto:gm@syn.org.au) or call 03 9639 2862.