



## Role Statement – Innovation Centre Community Coordinator role

### Overview:

The Innovation Centre Sunshine Coast (IC) is located at the University of the Sunshine Coast (USC) campus at Sippy Downs, Queensland, Australia. Opening in 2002, as not-for-profit company the IC is a major hub for innovators, entrepreneurial startups and high growth companies. The IC has a purpose built 1,700 square metre facility, a dedicated support team, incubator/ accelerator programs, collaborative events, 330MBps internet connection, video studio, prototyping lab, meeting rooms, 40+ mentors, professional partners and access to awesome USC facilities and student/research talent.

With an extensive network of local and international connections, the IC provides a highly supportive ecosystem that enables its members to take a viable product or service to the world with confidence. The IC is one of the most successful regional innovation centres, having assisted over 260 members since 2002 and created over \$60M in economic value for the Sunshine Coast. The IC is a place where innovation lives and entrepreneurs thrive. We are passionate about what we do and show it to the world in our delivery and alumni success. We value and trust our coworkers, partners and mentors, while having a little fun on the side.

The IC also has a strong reputation for entrepreneurial community spirit where our members and alumni are more than willing to share their knowledge to help others out. As a non for profit, all our efforts go back into helping our members create sustainable, scalable businesses and connecting them with USC student / research talent.

Refer to: <https://innovationcentre.com.au/about/our-team/> and <https://innovationcentre.com.au/about/>  
You may also want to check us out in person at the [IC Thursday Open House, AUG 29 or SEPT 26 @ 4:30 PM – 6:00 PM](#) or experience some of our capacity building workshops: <https://innovationcentre.com.au/events/>

### The Particulars of the role:

The IC Community Coordinator role provides a range of front of house support services to IC members as well as providing strong operational support to the IC team and our partners. Hanging out with entrepreneurs on a daily basis is both inspiring and challenging. We are looking for an energetic all-rounder who thrives in a fast-paced environment, loves challenges and is looking to make an impact within our community.

The position is a supporting role to programs, operations and an average day includes data entry, assisting members access, IC services / resources, events coordination, general office management, reception and entrepreneur wrangling. One of the most important aspects of the role is being the welcoming face of our organisation for current / new members and visitors alike, as well as driving community initiatives that bind our entrepreneurial tribe together.

Our workplace is fast-paced and focused on entrepreneurial startup and high growth companies, a genuine personal interest in this area is highly regarded.

**Duties include:**

- Community Activation (welcoming new members/visitors, making introductions within our community).
- Staying up to date on activities and resources available in the IC, USC and the local startup scene.
- Proactively identify any member opportunities / problems and suggest innovative solutions.
- Assist with various IC / member events and workshops (set up, pack down, follow up, etc).
- Assist with a range of operational and administrative duties as required.
- Assist the Marketing Manager with social media management, newsletters and other communications.
- PA to CEO – assisting with correspondence, appointments, scheduling and member management.

**Essential Skills:**

- Strong time management skills and ability to work independently as part of a small team.
- Good communicator, a super organised person, results driven and innovative.
- A people person. Someone who understands people and loves working with them.
- A born problem solver and connector, open to new and innovative solutions.
- Competent with Office 365, database management and social media skills.
- Passionate about your work, business, social enterprise, etc - and love what you do.

**Preferred Experience:**

- Worked with or for startups and has a base knowledge of the startup process.
- Competent with CRM, workflow tools (eg. Monday.com, Trello, MS Teams/ Planner, etc).
- Experience with marketing and event management (not essential, but advantageous).
- Previous commercial utilisation of LinkedIn, Facebook, Instagram and Twitter.

**Reporting:**

You will report to the IC Operations & Services Manager, Innovation Centre Sunshine Coast Pty Ltd.

**Hours:**

Employment on a part-time basis – 30.4 hours week (Monday to Thursday from 8:30am to 4.45pm).

**Remuneration:**

Remuneration consists of a base salary of \$40,000 plus superannuation.

**How to apply:**

To be considered for this role please send your resume, a short email addressing the essential skills (800 words maximum), and links to your social media accounts eg. LinkedIn profile, Facebook page, Instagram or Twitter accounts. You could also provide a short video application for this role (feel free to unleash your creativity) – this is optional.

Please forward your applications to the IC Operations & Services Manager: [Mel@innovationcentre.com.au](mailto:Mel@innovationcentre.com.au) by COB Wednesday 16<sup>th</sup> October 2019.