

DRAFT JOB DESCRIPTION

JOB TITLE:	Online Community Coordinator
RESPONSIBLE FOR:	Developing and nurturing vibrant online communities dedicated to nature-based solutions and nature positive action.
TIME/DURATION:	37 hours per week
LOCATION:	Based in Manchester with the opportunity to work from home. You may occasionally be required to travel to meetings around the UK and in Europe.

BACKGROUND

Countryside is a multi-disciplinary company, combining the creative skills of a communications agency with the scientific knowledge of an environmental consultancy.

Countryside is also a partner in [Oppla](#), an open platform with a mission to connect people around the world in creating, sharing and safeguarding environmental knowledge. Oppla is the world's largest community on nature-based solutions and offers a permanent home for the outputs of research and innovation projects. Users of the Oppla platform can create their own communities and share case studies, resources, events and news on climate and nature-related topics.

Oppla hosts many different communities that are organised into projects and also by topics. Our communities mostly comprise scientists and academics from the research and innovation sector, with a focus on the environment. But they also include policymakers, businesses, practitioners working on practical projects, students, and civil society organisations, including community groups and interested members of the public.

We are looking for a dedicated Community Coordinator to help our communities grow and to support them in connecting, collaborating and creating impact. In this role you will be managing multiple communities hosted on the Oppla platform and working with some Oppla projects.

The Oppla platform is currently being redeveloped with new features and updates planned throughout 2025 and beyond. Part of this role will involve communicating new features of the Oppla platform as they become available, and feeding back suggestions from Oppla users to our technical team to help guide Oppla's continuous improvement.

WHO WE ARE

We're a small but growing team united by a passion for making a real difference for our planet.

We all take ownership of our work, shaping it to fit our own unique skills, expertise and ways of working. We value diversity among people and perspectives and have a culture where we listen carefully and speak openly to one another.

This role is ideal for someone open-minded, eager to learn from others, and ready to approach challenges with creativity and positivity.

While most of us visit our Manchester office once or twice a week, we're flexible on location as long as you have the right to work in the UK.

The diversity of our workforce is important to us, and we encourage applications from all backgrounds and identities. We also encourage applications from candidates who may not meet every requirement but have relevant skills, experience, and a willingness to learn.

JOB SUMMARY

We're looking for a motivated person to join our team and help to expand, activate and connect the numerous communities hosted by Oppla: the EU Repository of Nature-based Solutions. As a Community Coordinator you will:

- Co-develop (with other team members) and implement a strategy for Oppla community development.
- Create, maintain and update the Oppla platform content using Drupal content management systems.
- Serve as the first point of contact for Oppla community members, providing support and guidance on how to use the platform.
- Moderate and manage user-submitted content.
- Develop relationships with projects and individuals and support them in contributing to the Oppla platform.
- Create and manage groups on the Oppla platform and support group managers to manage their communities effectively.
- Collaborate with the communications team to create, send and monitor email newsletters and social media posts.
- Provide support for workshops and other EU project events that Oppla is leading, including technical support for online events and facilitation support at in-person events.
- Monitor and analyse Oppla platform activity and produce internal reports.
- Collate and analyse feedback from Oppla members to inform platform improvements and new developments.
- Contribute your own ideas for web platform development and support the testing of new features.
- Represent Oppla, our platform and its community at meetings and events.

The nature of managing multiple communities means that each day often brings a new set of tasks and challenges, so you'll need to be someone who is organised, capable managing your own workload effectively, open to taking on impromptu requests, proactive in exploring new opportunities and eager to learn and develop new skills.

ESSENTIAL SKILLS AND EXPERIENCE

These qualities are an essential requirement of the role:

- Experience of building and managing online communities
- Experience of website content management
- Strong organisational skills
- Excellent written and verbal communication skills
- Ability to work effectively in partnership with people from different professional backgrounds including international experts

DESIRABLE SKILLS AND EXPERIENCE

These qualities would be useful for the role; but we do not expect candidates to offer all of them:

- Experience developing community management strategies
- Experience managing and creating content for newsletters or social media accounts
- Experience of IT/software development methods, such as agile
- Passionate about environmental science, biodiversity and the climate crisis
- Event planning and facilitation skills
- Proficiency in languages other than English

PERSON SPECIFICATION

- Flexible and able to tackle new challenges
- Proactive and willing to anticipate needs or offer suggestions
- Quick learner and capable of acquiring new skills
- Confident when working with a diversity of people at all levels of seniority
- Comfortable dividing time across multiple projects with competing priorities

CONDITIONS OF SERVICE

SALARY:	£29,000 - £35,000
HOURS OF WORK:	The basic working week is 37 hours. Flexible working will be considered.
ANNUAL LEAVE:	Annual leave entitlement is 25 days plus 8 public holidays.

APPLICATION PROCESS

To apply for the position, please complete the Application Form on this page and upload a copy of your CV. Applications without a fully completed application form will not be considered. Enquiries should be addressed to jobs@countryscape.org

Closing date:	31 st March at 12:00 noon
Interview date:	Week starting 14 th April