



FRONTLINE SMS

Community Project Assistant

Reporting to: Community Support Coordinator

Duration: Negotiable, but minimum 3 months, working 2-3 days per week

Salary: Unpaid, but we will pay reasonable travel and lunch expenses

Location: Aldgate/London E1

Deadline for Applications: 10am Monday 6th February

Start Date: February 2012

FrontlineSMS lowers barriers to social change using mobile technologies. We develop free, open-source, award-winning software that enables text message communication among large groups without needing the Internet. FrontlineSMS has been downloaded over 20,000 times and is being used in over 70 countries across the world. Supporting and engaging with this community of users is a key part of our work at FrontlineSMS.

For this internship role we're looking for a creative, enthusiastic person to help assist with community support. With an eye for detail, you will be comfortable with testing mobile technology tools, writing blog posts, communicating effectively with diverse audiences, and pitching in with whatever needs doing. You'll join our small team, based in London, for a minimum of two days a week for at least three months. You'll provide support to various projects, including:

- Growing and maintaining the FrontlineSMS User Community
- Helping to develop our website and online resources, and writing online copy
- Helping to maintain our user database and analyze user data
- Helping to build our mobile database and our user database
- Supporting on the administrative work required to keep a busy not-for-profit up and running
- Anything else which comes up! If you have specific skills, such as web design or video editing, we'll certainly be able to put them to good use

Qualities we're looking for include:

- A demonstrated interest in international aid, development, technology and / or social change work
- Experienced user of common web communications tools such as Skype and Twitter
- Good organizational skills and attention to detail
- Good research abilities
- Ability to work alone and unsupervised if required
- Experience of administrative work, especially using Microsoft Office programs
- Experience of writing for public audiences, either on the web or for publication

Other desirable qualities include:

- Experience of working with databases, such as Salesforce
- Experience in communications and marketing for the third sector
- Comfortable testing out mobile technology tools

This is an opportunity for you to see first-hand the workings of a small, vibrant and gain an understanding of the many and varied projects who use FrontlineSMS.

To apply, send a CV and covering email explaining why you'd be the right person for the position, to info@frontlinesms.com by 10am Monday 6th February. Interviews for this role will take place week beginning Monday 6th February.