



## **Community Platform Officer**

### **Candidate Pack**

#### **Main Responsibilities**

##### **Platform management and support**

- Approve new member registrations and maintain accurate user data.
- Monitor and help moderate online discussions, groups, and events to ensure a positive user experience and adherence to community guidelines.
- Upload and update resources, announcements, and other materials on the platform.
- Troubleshoot user and technical issues, liaising with the supplier and the Global Engagement Manager where required.
- Test and review new platform features and updates, providing timely feedback and suggestions for improvement.
- Produce regular analytics and engagement reports for internal review.

##### **Content and communications**

- Support the preparation and scheduling of digital content, including posts, and newsletters for the platform.
- Assist with the creation of campaigns that highlight community initiatives and opportunities.
- Ensure that communications are accessible, accurate, and consistent with the organisation's tone and branding.
- Collaborate with colleagues to align platform content with broader engagement and communications strategies.

##### **Community engagement**

- Help to establish and maintain groups, mentoring schemes, and regional or thematic initiatives within the platform.
- Respond to user enquiries and provide timely, helpful guidance.
- Encourage participation and explore creative approaches to building online engagement.

##### **Continuous improvement**

- Identify opportunities to enhance user experience, streamline processes, and increase engagement.
- Stay informed about trends and best practice in digital community building and alumni relations.
- Contribute to wider team projects and initiatives as required.

## Person Specification

Criteria	Essential (E) or Desirable (D)
Confident using and learning new IT systems, with a proactive and solution-focused approach.	<b>E</b>
Strong written and verbal communication skills, with the ability to engage diverse audiences in a professional and approachable manner.	<b>E</b>
Good organisational skills with strong attention to detail and the ability to manage multiple priorities effectively.	<b>E</b>
Collaborative and approachable, able to work effectively with colleagues, external partners, and a global community.	<b>E</b>
Positive, adaptable, and curious, with a willingness to experiment, learn, and suggest improvements.	<b>E</b>
An interest in higher education, alumni relations, or community engagement.	<b>E</b>
Experience using or administering online community platforms (e.g., Aluminator, Hivebrite, Graduway, Mighty Networks).	<b>D</b>
Familiarity with digital analytics, dashboards, or reporting tools.	<b>D</b>
Understanding of data integrity, privacy, and GDPR principles.	<b>D</b>
Experience creating or moderating content for online communities, social media, or alumni engagement initiatives.	<b>D</b>
Eagerness to learn and comfortable taking initiative when faced with new challenges.	<b>D</b>

*Applicants are encouraged to apply even if they do not meet every criterion; we welcome applications from individuals who are enthusiastic about the role and can make a positive contribution.*

## Terms and conditions

**Location:** Gates Cambridge Trust, Bill Gates Sr. House, 17 Mill Lane, Cambridge, CB2 1RX

We practice a hybrid working model and the successful candidate will be expected to be in the office for a minimum of 80%. The Trust reserves the right to change remote working status with notice to employees.

**Salary:** From £28,002 to £32,017 (pro-rata), dependent on experience.

**Hours of work:** 0.6 F.T.E., Monday to Friday. Due to the nature of the role, there will be occasions when the working hours will include late evenings and weekend work.

**Length of appointment:** Fixed Term (12 months)

**Probation period:** 3 months

**Annual leave:** 33 days (including fixed periods at Christmas when the Trust's offices are closed) plus Bank Holidays. The period for calculation for entitlement to annual leave is 1 January to 31 December. Pro-rata if part-time.

**Pension:** The role holder may be eligible to join the University of Cambridge Contributory Pension Scheme.

**Pre-employment checks:** The Trust has a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment made to you will be conditional upon you gaining it.

#### **Other**

- Access to the University of Cambridge card.
- The Gates Cambridge Trust is supportive of continuous professional development for staff and suitable opportunities for training and development will be actively considered.
- The Trust actively supports equality, diversity and inclusion and encourages applications from all sections of society. The Trust welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

#### **How to apply**

##### **Applications must include the following:**

- A current curriculum vitae (one to two pages of A4)
- A cover letter setting out why you are a good fit with the role (usually one page of A4)
- The names of two referees (these can be included in your CV or as a separate document and will only be contacted in the event of an offer).

*The above should be sent to [jobs@gatescambridge.org](mailto:jobs@gatescambridge.org) by the deadline. Please save all documents you submit using the format: First name Last name document type – e.g. Joanna Smith cover letter.*

Only complete applications will be considered. The Trust is unable to provide feedback on unsuccessful applications.

#### **Key dates:**

- The deadline for applications is 9:00 a.m. on Monday 5 January 2026
- Interviews are scheduled for week commencing 12 January 2026 and will take place at the Gates Cambridge Trust's office at Bill Gates Sr. House, 17 Mill Lane, Cambridge, CB2 1RX.

## **Questions and further information**

For full details about the Gates Cambridge Scholarship programme and Gates Cambridge Trust, please visit our website: [www.gatescambridge.org](http://www.gatescambridge.org).

If you have any questions about this role, please email [jobs@gatescambridge.org](mailto:jobs@gatescambridge.org).

For details about how we process your personal data when you apply for position at the Trust, please see our [data protection page](#).