



Creating great homes together

Role Profile

Position

Online Community Manager

Reporting to

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, adaptable and collaborative environment
- Agile and flexible working with support for home-based working, as well as for travelling to Magna hubs
- Exposure to a creative and dedicated team
- Support to help your ideas come to life
- Autonomy to develop approaches and deliver in a supportive environment
- Exposure to other areas of the organisation with opportunities to develop broader skills
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Being a great communicator and team player
- Developing creative solutions and implementing new ways of working through collaboration with other teams and functions
- Always delivering consistent, reliable, and accurate outputs across all areas of communication
- Providing support and advice to colleagues.
- Providing business confidence in delivery and maintenance of high-quality community engagement strategies and organisational priorities across the business
- Championing and maintaining a comprehensive, up-to-date understanding of social media and other digital platforms.

What you take care of

- Manage Magna's Customer Insights and Innovation external community channels to foster a positive and creative environment
- Develop and implement community engagement strategies to increase member participation, contribution, and overall community satisfaction
- Monitor and manage community interactions, addressing inquiries, comments, and concerns as quickly as possible
- Collaborate with other departments to align community management strategies with company objectives
- Organise and host community online events, Q&A sessions, and other community-building activities, while implementing community guidelines and policies
- Analyse community engagement metrics and KPIs, producing regular reports and insights to support community growth and engagement strategies.
- Stay informed of industry trends, emerging platforms, and community management best practices to ensure the community's continuous improvement and growth

What you need to be successful

- 2-3 years of experience in community management
- Deep passion for creativity, content and social impact
- Experience with community management platforms and a deep understanding of their functionalities and best practices
- Self-starter attitude and a willingness to take on tasks proactively and work in a fast-paced, dynamic environment

Qualifications required

Applicants with transferrable skills are encouraged to apply.

•