covidence

Community Manager/s

London, UK
Part time or Full time (0.6-1 FTE)

Ready to be a Covidence user champion?

Covidence is seeking to grow our global user engagement and support team with one or more Community Managers.

The opportunity

- Genuine global impact. No corporate spin here, social impact is the focus of everything we do. As part of Covidence your impact will be felt around the world.

- Collaborate with researchers around the world to build new ways of making sense of research data and transforming the impact that research can have on people and society.

- Be part of the front line supporting our community as they complete their systematic reviews using Covidence.

- Act as a voice of our user community within Covidence, contributing insight to our product team as we improve their experience using Covidence.

- Provide support and care to our major institutional accounts across the world.

- Join a team of really lovely people, scattered around the world.

- Salary range AUD$60,000 - $80,000 full time base salary paid pro rata

About Covidence

We're a fast-growing Australian start up, a not-for-profit with a vision to change the way we all create and use trustworthy knowledge. This is driven by our belief that evidence-based decisions improve the world.

We pursue this through our Covidence online platform that accelerates the production of systematic reviews. It helps systematic reviewers identify relevant research, appraise its quality, extract relevant data and prepare data ready for analysis. Covidence also helps users keep all their data in one place and enables remote teams to collaborate easily.

We have a major research and innovation focus on improving the efficiency and experience of systematic review production with the aim of dramatically reducing the time to complete

or update a review. In randomized tests, Covidence reduces the time required to conduct key systematic review tasks by over a third, saving 71 hours of effort per review and to date over a million hours of person time globally.

With over 130,000 users and growing rapidly, we already have the world's largest user community in this space, and many of the world's leading universities as our customers (names like Harvard, Yale, Stanford, Berkeley, Columbia, Cornell and NYU).

Covidence is also the standard author tool for Cochrane, the world's largest and best known organisation working in systematic review.

Right now we're also assisting the COVID-19 pandemic response, enabling global researchers and organisations to provide living treatment guidelines based on the latest evidence.

What it is to be a Community Manager

As a knowledgeable systematic reviewer, research administrator, or information scientist, you will engage with our reviewers and account administrators to encourage and support their engagement with Covidence. You will work to understand user needs, support users in their experience using Covidence, manage major institutional accounts, and contribute insights to the design and development of Covidence. Working with researchers from around the world, you will collaborate to build a new way of making sense of research data, transforming the impact that research can have on health and wellbeing.

Key Responsibilities

- Support the development of the Covidence user community, by designing, implementing, and evaluating user support activities; these include managing support requests, onboarding user journeys, providing retention programs, and other user interactions.

- Support delivery of the Covidence account management program, engaging effectively with major institutional customers and individual users.

- Develop and maintain user support resources, including the Covidence knowledge base and other online text and video materials.

- Support the development of the Covidence community through online interaction in forums and social media.

- Build and support the Covidence community through organisational engagement, presentations, workshops, and networking.

- Communicate user and community needs to the Covidence strategy and software development teams.

- Contribute to associated systematic review innovation and research projects.

Who we're looking for

To excel as a Community Manager you will have excellent interpersonal skills, strong written and verbal communication skills, and be highly organised with proven ability to appropriately prioritise tasks and deliver on time in a busy environment. You will have demonstrated capacity to work independently and with others in a globally distributed team. And importantly, you'll have proven ability working with online technologies and social media.

Other desirable skills and demonstrable experience include:

- Experience supporting and/or training systematic review authors.
- Experience conducting systematic reviews, Cochrane Reviews and/or Health Technology Assessments.
- Experience in the use of new technologies, particularly if related to evidence synthesis/systematic review. Even better if this includes the use of Covidence.
- Experience in online community development and/or user support.
- Experience in customer service.

Working at Covidence

We're a dedicated team of around 20 distributed across four different timezones around the world. We have a hub in Melbourne, Australia.

We truly believe in our vision and are proud to be working on something that helps improve and save lives. We're respectful of each other, empathetic, collaborative, and listen just as much as we speak.

We're proud of the work we do, but also like to have lives outside of work and cater to flexible working arrangements because of it. We all have different hobbies, backgrounds, interests and skill sets, and love the diversity this brings to our collective thinking.

There is likely to be travel to local, national, and international meetings and conferences required (post-pandemic). We all dream of meeting as a team on a beach in Hawaii or in Melbourne in summertime and hope to realise this dream as soon as travel is safe and available again.

We also have to cater to the timezone differences which means there is a need to participate in some early morning or evening online meetings. We try to make this as non-disruptive as possible and have no expectation of long days as a consequence.

We're a values-based organisation and live those values actively every day.

Next steps

So, kudos to you for reading to the end of this job post. If working with us as a Community Manager sounds like your thing then **go ahead and submit your application here**.

You'll need to include a current CV along with a letter of application that explains why you are interested and why you are the best person for the job. Good luck!