

# 2017 Summer Internship

## Feedback Labs, Washington, D.C.

Operations Intern

May - August, 2017

### *Background*

Feedback Labs (FBL) believes that listening to constituents isn't just the *right* thing to do; it's also the *smart* thing to do. Building relationships with constituents positions regular people as co-creators and inverts the traditional top-down, external "expert"-driven, one-size-fits-all approach that has largely failed the non-profit sector. Feedback Labs' big bet is that when regular people are co-creators, and when their feedback fuels an iterative and responsive process, the desired social impact is amplified.

We are taking steps to help aid agencies, foundations, and governments both listen and act. The following three questions drive the theory of change: What do regular people want to make their lives better? Are we helping them get it? If not, what should we do differently? Feedback Labs is a consortium of like-minded organizations that range from implementing agencies, research and policy groups, technology developers, and foundations and other funders. All are working to help regular people be in the driver's seat, with experts in a supporting role during the program selection, design, implementation, and evaluation processes.

### *Opportunity*

Feedback Labs is dynamic and growing. We are looking for an individual who feels passionately about our theory of change and has the drive and analytical prowess to help us rapidly shape this movement and our role within it.

This is a unique opportunity that requires a **current or recent undergraduate student** who is comfortable in ambiguity and change, *takes initiative and can work independently*, likes challenges, and executes thoughtful, reasoned judgment. It also requires someone willing to roll-up her sleeves to get stuff done.

This opportunity is based at the OpenGov Hub in Washington, DC. The duration of this opportunity is a **minimum of ten weeks for the summer of 2017**. While unpaid, we can promise a chance to work with a fun and exciting team, shape a new organization, and learn from some of the most creative types in the sector.

*The ideal candidate will have:*

- A deep understanding of and ability to cultivate a communications and engagement strategy in a start-up environment
- Excellent writing skills and the ability to communicate complex concepts
- Exceptional and precise attention to detail
- Strong interpersonal skills and the ability to work across teams
- The ability to work quickly and respond to feedback
- Willingness to run with a project or idea before it is fully formulated and iterate on it regularly
- A sense of ownership for one's own projects and responsibilities
- Value both the giving and receiving of honest and constructive feedback

### *Expected Activities*

1. Edit and format external communications for core Feedback Labs' audience, including newsletters and blog posts
2. Support management of and strategy for social media accounts
3. Provide as needed research and project support for each member of the FBL team
4. Support in the creation of Feedback Labs' annual conference - Feedback Summit 2017 - including but not limited to target research on speakers and topics, preparation of briefing notes, outreach to attendees, and logistical arrangements.
5. Assist in the development of a Feedback Syllabus: researching related articles and books, summarizing key points and their relation to the work of Feedback Labs, categorizing key concepts, and facilitating and end product online.
6. Attend Feedback Labs team meetings and other meetings with external partners.

### *To Apply:*

Please submit a resume and cover letter to: [jobs@feedbacklabs.org](mailto:jobs@feedbacklabs.org)

Any questions may be directed to [info@feedbacklabs.org](mailto:info@feedbacklabs.org)

*Feedback Labs encourages applications from people of all genders, orientations, ethnicities, and backgrounds.*

**Date:** March 2017