



2024 Internships

Starting January / February 2024, 24-week full-time internships

- **New Verticals Intern (2 roles)**
 - Final year business students with strong business acumen and data analytics skills

- **Community Operations Intern - Customer Experience Team**
 - Engineering student (or similar) with strong problem solving skills and analytical ability

- **Community Operations Intern**
 - Final year student in Economics, Public Policy/Legal, Business

- **Marketing Intern**
 - Marketing student with experience supporting a marketing team

- **Legal Intern - Customer Experience Team**
 - 3rd or 4th year law student

- **Legal Intern - Employment Legal Team**
 - Penultimate year or final year student

Interested in applying for these roles?

Apply via InPlace using your zID at: <https://placements.unsw.edu.au>



Team - New Verticals

Open positions - 2 (Full Time 24-week Internship Jan to Jun 2024)

#GreatMindsDon'tThinkAlike At Uber, we take pride in our diversity and working environment that sees you as more than just a person that can do the job, but a unique individual that can level up our organization with a perspective only you can offer. Uber provides a truly open culture that encourages all to voice their thoughts.

About The Role

The New Verticals team is Uber Eats' "start-up within a start-up", accountable for piloting, launching, scaling and optimising Uber Eats' Retail business including Grocery, Convenience, Alcohol and more (i.e. everything that isn't restaurants). As part of the continued growth of our team and business, we're looking for interns to support us on this journey. You will have the opportunity to work across our full org: Sales, Operations, Strategy & Planning and other cross-functional teams to both drive strategic initiatives and support on core activities. If you're ready to get exposed to a hyper-growth team and work on a rewarding set of challenges, and you have strong commercial & technical skills, passion, professional commitment and a team mentality - read on and get in touch!

What You'll Do

- Strategic Initiatives: You'll have an opportunity to own project(s) end-to-end, the nature of which will depend on business need, the timing of your placement, and your skills and interests. Examples could include: A recommendation to increase/decrease consumer pricing, a deep dive on the root cause of poor consumer orders/experiences, the roll-out of new hardware to retailers, the development of a new enterprise sales pitch deck, etc.
- Core Activity Support: As part of being immersed in the business, you'll also have the opportunity to support on more tactical/core activities, such as one-off pieces of analysis. You'll also be invited to join our weekly business reviews and team meetings where strategy, operations and finance are discussed, etc.

What You'll Need

- Experience in a commercial, operations and/or project management role (or equivalent academic experience)
- Experience in working with diverse and cross-functional teams
- Ability to identify business problems and potential solutions based on data
- An ability to navigate ambiguity with a bias to action; you are able to solve emerging problems, multitask effectively and execute with both speed and quality
- Excellent communication skills (verbal and written), including the ability to translate data and/or complex topics into actionable insights
- An analytical mindset and strong business acumen, ideally with experience using SQL, Tableau and/or advanced excel; the ability to be hands on with the tools will be crucial to your success in this role

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Team - Community Operations

Open position - 1 (Full Time 24-week Internship Jan to Jun 2024)

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About The Role

In this role, you will be part of the ANZ Customer Experience team. You will be partnering across our community operations and operations teams, and other cross-functional stakeholders to work on 1-2 stand alone special projects. If you're ready to go deep working on a rewarding set of challenges and if you've got the analytical & technical skills, passion, professional commitment and a strong team mentality - read on and get in touch!

What You'll Do

- Learn about and become a passionate advocate for all members of Uber's community and listen attentively to their feedback so we can positively influence how we interact with them, and provide actionable insight to the rest of the company that directly impacts how Uber works.
- Deliver stellar operations outcomes: ensuring our local and off shore support sites achieve the best customer outcomes for the most complex and difficult support issues our businesses encounter, especially in the face of new regulatory requirements, new products and a dynamic work environment.
- Engage with stakeholders, be it central operational teams to improve business outcomes for our customers, regional product teams to improve our tools and the overall user experience, or local teams to improve how we move cities in Australia and New Zealand.
- Special projects: the key objective of this internship will be to take on 1-2 special projects related to the above in our earner or consumer team.

What You'll Need

- Passion for helping others and creating support experiences that surprise and delight
- Ability to break down complex problems, diagnose opportunities and implement solutions
- Logical mindset. Making decisions and sound business judgment through strong analytical thinking and commercial / operational mindset
- Excellent written and verbal communication skills
- Strong stakeholder management skills
- Demonstrated Data/Analytics experience; Excel proficiency



Community Operations Internship | 6-month full-time Internship (Jan - Jun 2024)

About the Role

- Generate the right supply: This LOB is the first step to generating supply and growing bookings in some of Uber's star markets in APAC. We are also the first line of defense to making sure our platform is safe by activating and keeping only 'the right earners' on
- Balance BAU and Strategic vision: To meet our vision of keeping the right earners across APAC. We do this by doing things quickly, accurately, and with a focus on efficiency. We also work with a large X-Functional team to bring our vision to life
- ACE problem Solver: We bias to action, so we need someone who can solve problems, prioritize actions and get the best impact and outcomes from what they do

What You'll Do

- #do the right thing by Onboarding the right earners: A balance of a healthy marketplace to drive revenues and the right actors on our platform is the operational outcome of this role
- #build with heart by communicating with Senior Stakeholders: We operate within a matrix organization and presenting with senior partners and building consensus is key to succeeding in this role
- # see the forest and the trees by continually looking for ways to improve processes: We typically measure our performance across Speed, Quality, and Costs, all of which might trade-off with each other, however, we're looking for someone who can find wins that minimize risks while improving outcomes

Basic Qualifications

- A proven track record: Experience in Operations and Project management
- Stakeholder management: You'll need to engage and obtain consensus from partners across the organization
- Delivering projects quickly and managing BAU: Executing against projects identified to solve a business need, as well as making sure that we generate the supply to meet our Ambitions in 2022 and beyond. Experience with product experience and maintaining operational BAU

Preferred Qualifications

- Experience with Onboarding: This is preferred but not required, including onboarding corporations and other non-individuals
- Advanced Data Analysis skills: Including Python, SQL and any experience with KAFKA data tables
- Language Skills: English and any of Hindi, Cantonese/Mandarin and Japanese

About the Team

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- Experienced and Innovative team members: There is a mix of people who have been in onboarding for 4 years, and one's who've been in this space for 3 months. They've also been exposed to various LOBs across the business.
- Primarily data-driven problem solvers: The team uses data-driven methodologies to drive outcomes, making a business case and communicating with the relevant partners
- Right support networks: Related to points 1 and 2, we have a vast range of specialists, and connect you with the right people to get the most out of our combined expertise

About Uber

At Uber, we ignite opportunity by setting the world in motion. We take on big problems to help drivers, riders, delivery partners, and eaters get moving in more than 10,000 cities around the world.

We welcome people from all backgrounds who seek the opportunity to help build a future where everyone and everything can move independently. If you have curiosity, passion, and collaborative spirit, work with us, and let's move the world forward, together.

Uber is proud to be an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements.



Marketing Internship | 6-month full-time Internship (Jan - Jun 2024)

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About The Role

Uber marketing is on a mission to build the best marketing team Globally. Here in ANZ we're setting the standard by delivering critically acclaimed work that drives business impact. In this role, you'll be partnering across our ANZ Marketing Team, and other cross-functional stakeholders to work on 1-2 stand alone special projects.

Our marketing team plays a critical role when it comes to establishing deep connections with consumers representing the frontline of our business. They work closely with cross-functional stakeholders (Comms, Policy, Ops, Strategy & Planning, Research & Insights, Data Science, Legal and CommOps) to bring our products and brand to life in-market.

If you're ready to go deep working on a rewarding set of challenges and if you've got the marketing skills, passion, professional commitment and a strong team mentality - read on and get in touch!

What You'll Do

- Work with the marketing team on end to end campaigns to grow the awareness of Uber's positive impact in Australia and New Zealand, ultimately driving brand trust & love.
- Assist in project managing paid & earned marketing campaign from brief to production, working closely with our creative agency partners
- Help run various productions, from small shoots, digital projects to large-scale ad campaigns
- Make Uber's brand personality (Bold, Direct, with Heart) come to life in all our communications
- Collaborate with Comms, CRM and Operations team to develop cutting edge paid & earned campaigns
- Support the Business with other Marketing Needs where needed

What You'll Need

- Currently enrolled in the penultimate year or final year of a marketing, advertising or PR degree at UNSW.
- Knowledge of integrated marketing communications; understanding role of channel, marketing strategy and landscape, go to market and executional experience.
- Passion & Curiosity for Storytelling, Social Media and PR: understanding of the Social media landscape, how to drive talkability and be relevant in culture
- A creative mind who likes to think outside the box and is attracted to big bold ideas
- Great communicator, with excellent writing skills and the ability to bring to life the Uber brand in a way that is both consistent with our global brand positioning but also meaningful to local culture
- A team player with the ability to build a positive relationship with partners across different functions as well as global marketing colleagues
- We welcome all personalities. A positive & fun-loving mindset will help you fit right in!



Legal Internship - ANZ Customer Experience Team | 6-month full-time Internship (Jan - Jun 2024)

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About The Role

In this role, you will be part of the ANZ Customer Experience team. You will be partnering across cross-functional stakeholders to work on 1-2 stand alone special projects.

If you're ready to go deep working on a rewarding set of challenges and if you've got the finance & technical skills, passion, professional commitment and a strong team mentality - read on and get in touch!

What You'll Do

- Legal Research: Conduct thorough legal research on various legal issues arising within Uber's ANZ business.
- Drafting: Assist in the preparation and review of contracts, agreements, and other legal documents under the guidance of in-house counsel.
- Litigation: Provide support to the legal team in ongoing litigation, including helping with e-discovery, document preparation, case analysis, and contributing to legal strategy discussions.
- Legal Documentation: Assist in maintaining and improving accurate and organized legal documentation, records, trackers and databases.
- Legal admin: Support the team in routine administrative tasks, such as file and matter management including opening new matters in the system, requesting legal spend in the Legal systems, liaising with invoicing teams where required.
- Team Collaboration: Collaborate with the in-house legal team
- Special Projects: Contribute to ad-hoc XFN legal projects and initiatives, providing fresh insights and research as required.

What You'll Need

- Currently enrolled in the penultimate year or final year of a law degree at UNSW.
- Solid academic track record in relevant legal subjects.
- Strong legal research and analytical skills, with the ability to interpret and apply legal principles effectively.
- Excellent written and verbal communication skills, including the ability to draft legal documents accurately.
- Attention to detail and a high level of accuracy in legal work.
- Ability to work both independently and collaboratively in a team environment.
- Professional demeanor, ethical conduct, and a commitment to maintaining confidentiality.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Enthusiastic about Uber!



Legal Internship - Employment Legal Team | 6-month full-time Internship (Jan - Jun 2024)

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About The Role

Uber is a technology company that is changing the way the world thinks about mobility. We are building technology people use everyday. Whether it's heading home from work, getting a meal delivered from a favorite restaurant, or a way to earn extra income, Uber is becoming part of the fabric of daily life.

We are making cities smarter, safer, and more connected. And we are doing it at a global scale - energizing local economies and bringing opportunities to millions of people around the world. Our positive impact is tangible in the communities we operate in, and that drives us to keep moving forward. At Uber, we pride ourselves on the amazing team we've built. The driver behind all of our growth, our bold and disruptive brand, and the game changing technology we bring to market is the people, who also make Uber an extraordinary place to work.

Role Overview: We are seeking a highly motivated and passionate legal intern in their penultimate year or final year of law school to join our in-house legal team. This internship is designed to provide a practical and enriching experience for a talented law student interested in pursuing a career in employment law.

Key Responsibilities:

- **Legal Research:** Conduct thorough legal research on various employment law issues within ANZ.
- **Drafting:** Assist in the preparation and review of employment contracts, agreements, and other legal documents under the guidance of in-house counsel.
- **Litigation:** Provide support to the legal team in ongoing employment litigation, including helping with e-discovery, document preparation, case analysis, and contributing to legal strategy discussions.
- **Legal Documentation:** Assist in maintaining and improving accurate and organized legal documentation, records, trackers and databases.
- **Legal admin:** Support the team in routine administrative tasks, such as file and matter management including opening new matters in the system, requesting legal spend in the Legal systems, liaising with invoicing teams where required..
- **Team Collaboration:** Collaborate with the in-house legal team and other departments to provide legal advice and support on employment-related matters.
- **Special Projects:** Contribute to ad-hoc XFN legal projects and initiatives, providing fresh insights and research as required.

What You'll Need:

- Currently enrolled in the penultimate year or final year of a law degree at UNSW.
- Solid academic track record in relevant legal subjects.
- Strong legal research and analytical skills, with the ability to interpret and apply legal principles effectively.
- Excellent written and verbal communication skills, including the ability to draft legal documents accurately.
- Attention to detail and a high level of accuracy in legal work.

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- Ability to work both independently and collaboratively in a team environment.
- Professional demeanor, ethical conduct, and a commitment to maintaining confidentiality.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Enthusiastic about Uber!