

**Job Description**

**Communications and Administration Officer**

Post: **Communications and Administration Officer** (with membership development support)

Location: **Belfast (with some travel across Northern Ireland)**

Responsible to: **Programme Manager**

Salary: **£18,718.40 (£23,166 pro rata to 28 hours)**

Length of Contract: **The post is funded until the end of September 2017** (continuation subject to further funding agreement)

Hours: **28 hours per week (excluding meal breaks). No overtime paid, but time off in lieu may be taken as appropriate.**

Leave: **28 days (which includes public holidays)**

1. **Introduction**

The role of the Communications and Administration Officer (with membership development support) is a key post within Development Trusts NI (DTNI) and is pivotal to the effective development of the organisation and delivery of services on behalf of its members and wider stakeholder interest groups. The position requires a person with energy, flexibility, initiative and self-motivation, someone who is a team player with a strong belief in the values and aims of DTNI. The postholder will be expected to have experience of delivering a communications strategy; including through digital means and of liaising with IT service providers to help to populate and develop the DTNI website.

1. **Purpose of Post:**

The post offers the successful individual the opportunity for continuous personal and professional development. The post holder is the first point of contact for those engaging with the organisation and as such is required to display a high degree of business professionalism, knowledge and experience of policy and practice in matters relating to the community and voluntary sector with specific understanding of matters concerned with urban and community regeneration, asset transfer and enterprise development (Induction and training provided).

The post holder is required to possess good drafting skills and will be expected to represent and promote the organisation at events and conferences along with providing information and support to the existing DTNI members and prospective members.

The Communications and Administration Officer role will also support the Community Asset Transfer Development Officer and use their experience and knowledge to assist the Board of Directors and senior team members to develop the work of the organisation and take forward new projects.

1. **Associated Duties:**

**Communications duties**

1. **Enhance the reputation of DTNI and promote its work:**

* Assist with implementing the DTNI communications strategy;
* Develop and implement a DTNI digital strategy;
* Manage and maintain DTNI’s digital platforms, including social media and website writing, editing and updating website content as required
* Liaise with IT service providers to develop the website further
* Design and deliver creative marketing materials, online and video content;
* Engage with media and prepare and disseminate newsworthy content;

1. **Engage with key stakeholders on strategic objectives:**

* Represent DTNI with external agencies and at events as necessary;
* Coordinate stakeholder engagement activities with media, elected representatives, key decision-makers and others;
* Deliver presentations on the work of DTNI to key stakeholders.

1. **Event Planning**

* Book venues, produce and collate training materials.
* Preparation of all matters concerned with travel outside Ireland.
* Act as the first point of contact and liaise where appropriate with external agencies and individuals for event management including seminars & conferences.
* Organise and attending marketing events.
* Process bookings for DTNI events in hard copy utilising online resources and produce delegate lists and information packs when necessary.
* Provide support to develop post evaluation resources and collation of information.

1. **Community Engagement**

* Respond to enquiries from community organisations interested in acquiring an asset, providing information, advice and signposting to relevant support as appropriate.
* Keep abreast of relevant resources, providing members with access to support and or training opportunities and signposting to other relevant agencies.
* Encourage and support the sharing of learning and information and facilitate peer support, networking and exchange.

1. **Public Sector Engagement**

* Promote DTNI services with local councils and other public sector bodies
* Respond to enquiries directly and on behalf of the CATDO and PM from public sector officials and elected representatives regarding asset transfer and social enterprise.
* Deal appropriately with requests for information and support regarding the development and delivery of the asset transfer strategy.

1. **Administrative Systems**
   * Develop and maintain information management systems consistent with the needs of a small office environment and in line with professional standards in public administration.
   * Undertake the management of all administrative correspondence with funders.
   * Answer phone calls, direct calls to the appropriate member of staff and take messages
   * Deal with incoming & outgoing mail
   * Organise & book venues for various meetings and events
   * Log information in respect of membership enquiries, process membership payments, correspond with members and assisting with membership development
   * Maintain and update computerised & manual filing systems
   * To support the PM in the governance of the DTNI including administrative aspects of Board meetings and submitting returns to relevant bodies
   * Undertake any other reasonable duties as deemed appropriate

**Diary Management**

* Maintain the Programme Managers diary.
* Maintain diary commitments on behalf of the Board of Directors including managing board meetings and attendance at seminars/conference and public engagements and social events where relevant.
* Recording, editing and dissemination of all briefing notes and Board minutes
* Manage all travel and accommodation arrangements on behalf of the PM, the CATDO, the Board of Directors and others

**Person Specification**

**Essential Experience**

Be able to demonstrate evidence of competencies in an administration role which meet the specification for at least 1 year.

A minimum of 2 years’ experience in a communications related role to include:

* Management of a range of communication channels including using social media
* Marketing & communications across key platforms (Facebook, Twitter and Instagram)
* Experience of drafting marketing materials, web content and news releases and liaising with media to secure coverage

**Education**

A relevant third-level qualification in a communications/marketing discipline or a subject area that can be related directly to the role

**Skills - Essential**

* Written communication – the ability to write clearly across different mediums
* Oral communication – the ability to convey complex information, listen and respond to requests from colleagues and board and to communicate with others both internally and externally;
* Team member – the ability to work as a member of a small team, providing organisational support to colleagues in an efficient and effective manner on a wide range of tasks and duties to achieve objectives;
* Customer care – the ability to identify and deal with the needs of customers/members
* Excellent organisational skills and experience of working to deadlines
* Good knowledge of Microsoft Office
* Proficiency in In-Design

**Skills-Desirable**

* Technological skills- an understanding of web analytics, high impact design, email marketing, web design, search engine optimisation;
* Design/creativity skills -the ability to use Photoshop and Illustrator at an advanced level for use in online and offline materials

**Disposition**

* Self-motivated and initiative taking
* Team player
* Knowledge & Values
* Commitment to Vision and Mission of DTNI and a partnership based approach

**Circumstances**

Willingness to work flexible hours including occasional evenings and weekends to meet the requirements of the post