



## **Mottingham Big Local Refocused Project Support & Communications Officer**

**Salary:** £32,076 per annum

**Hours:** 37.5 hours per week

**Reporting to:** Programme Manager

**Location:** Hybrid working arrangement

**Length of contract:** Fixed term until September 2025<sup>1</sup>

**Main Areas of Responsibility:** Communications, Administration & Events Administration.

This role will be an integral part of the delivery of the Mottingham Big Local Refocused programme (MBLR).

The role requires support on all administrative activities, helping to ensure that the day-to-day operations of the MBLR programme run as smoothly as possible. Responsibilities include servicing partnership meetings and committees by minute-taking and leading on communications as well as event administration.

### **Community events and programmes**

Work alongside the Programme Manager and resident led Partnership Board to develop and deliver the Mottingham Big Local programme to include activities and events which bring the community together.

You will:

- Lead on event promotion on social media
- Design & distribute flyers and posters
- Collect participant feedback forms and collate resulting data
- Assist in planning and delivering community events such as community lunches and breakfasts
- Maintain filing systems
- Liaise with suppliers
- Carry out risk assessments

### **Grants**

With the support of the Programme Manager, you will understand and support the delivery of the Community Grants Programme and other relevant grant programmes.

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<sup>1</sup> This maybe the subject to extension depending on programme delivery.

You will assist with

- Processing applications received
- Undertaking email communications with applicants & awardees (requesting documents & information, co-ordinating meetings). This will include liaison with project deliverers to ensure the monitoring and evaluation is processed
- Supporting the collation of statistics for the Partnership Board to monitor impact and reach including equalities data
- Promotion & outreach
- Supporting and servicing the relevant monitoring sub-committee in relation to the grants programme by writing & distributing meeting minutes and grant application summaries
- Maintaining electronic and paper filing systems

### **Communications**

Lead on the development of promotional material for distribution through social media, newsletters and the website, marketing content by collating testimonials, good news stories, and key pieces of interest to the community.

You will:

- Work with social media volunteer/s to create monthly social media plans
- Schedule posts across social media channels
- Monitor social media engagement, replying to comments, sharing posts from partners etc.
- Design a range of social media cards, flyers, posters, and newsletters
- Produce a quarterly e-newsletter and build and maintain the mailing list
- Draft & design a quarterly printed newsletter and co-ordinate printing and delivery
- Collate materials and testimonials
- Work effectively to ensure a timely flow of information and updates to the Partnership as required

### **Meetings and Roundtables**

- Draft & maintain invitee lists
- Send calendar invites
- Send key documents ahead of meetings
- Write & distribute minutes
- Order refreshments
- Maintain filing systems

### **Partnerships & Stakeholders**

- Maintain a database of stakeholders
- Support the recruitment of volunteers with varying skills to support the needs of the programme

### **Monitoring and Evaluation**

- Collect monitoring and evaluation forms from events and activities and process data as per measurement framework & strategy.
- Keep the project impact tracker up to date with latest qualitative & quantitative data.

### **General Responsibilities**

- Act as a positive ambassador for MBLR, actively promoting the ethos of the Big Local and the MBLR aims, priorities and outcomes.
- Administration and adherence to the MBLR and CLB policies and procedures.
- Attend supervision meetings as required.
- Represent MBLR in the absence of the Programme Manager.
- Promote equal opportunities in the provision of the service and take positive steps to counter discrimination.

This job description will be subject to periodic review and adjustment in accordance with the needs of the project.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

### **Experience**

- Over 2 years experience of working in an office environment with responsibility for maintaining office support services. This will include familiarity with office equipment and management tools, including printers, MS Office, Sharepoint, Google Drive etc.
- Experience of providing committee/Board support including minute taking and agenda distribution.
- Experience and ability to work effectively to achieve targets and meet deadlines when appropriate.
- Experience of incorporating equal opportunities into the work you do with the community and colleagues

### **Communications**

- Experience of producing newsletters/materials for public distribution. This will include experience of copywriting, editing and distributing print and online material.
- Proficient in the use of design software such as Canva - you do not need to be an expert graphic designer, but you do need to have a visually creative eye. (D)
- Skilled at capturing videos and photos for social media and project materials. (D)
- Fluent in the use of social media platforms Instagram, X and Facebook. (D)

### **Events**

- Experience in supporting event co-ordination ideally in a community setting
- Experience liaising with clients and suppliers
- Experience in carrying out risk assessments

### **Personal attributes**

- An interest in community development
- Excellent communication skills with the ability to form positive professional relationships with a wide range of stakeholders
- Ability to work independently and as part of a team
- Able to work in a community engagement setting with a level of resilience in challenging situations
- Willingness to attend training as required.

**Knowledge**

- An understanding of Health & Safety procedures and how they are implemented in practice.
- An understanding of working within safeguarding guidelines.
- An understanding of equal opportunities and how it works in practice.

**Skills and Abilities**

- Ability to work effectively to achieve targets and meet deadlines including working effectively to ensure a timely flow of information and updates to the Partnership as required.
- Ability to work under direction.

**Circumstances**

- Occasional attendance at evening meeting or weekends will be required.

(D) Desirable criteria

Unless otherwise stated the other criteria is essential criteria