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**Creativity Works Job Description**

**Communications and Administration Coordinator**

**19 hours per week**

**Salary £20-22k pro rata, depending on experience.**

**Responsible to:** The Board of Trustees and the Director

**Key Objectives of the post:**

1. To advise on internal and external communications and all aspects of marketing in line with Creativity Works’ business plan and ambitions, contributing to the effective marketing and delivery of all of Creativity Works’ projects, maintaining a clear and consistent voice and brand across the organisation.
2. Manage the work of the Business Admin Apprentice in regards to: office systems, phone and computer systems, booking arrangements, stationary management, and general office duties
3. Oversee Board/trustee communications and ensure compliance with legal requirements.

**Key Tasks**

**Strategy and Management**

* Creating and Updating Marketing and Comms Policy and Strategy
* Managing the Marketing and Admin budget

**Oversee internal and external communications.**

**Internal:**

* + Website management and updating
  + Assisting the staff team to improve, maintain and manage Distribution lists and databases
  + Maintaining and developing targeted lists linked to key stakeholders
  + Attend and support staff meetings
  + Attend and support Project Meetings – where appropriate
  + Creation of marketing templates
  + Create and oversee audience figures records and qualitative quotations spreadsheet with input from staff
  + Creation of central contact database for all projects
  + Support the Co|Create Manager in creating and maintaining a specific Artists database

**External:**

* Collaborate on marketing, and support advocacy initiatives, for projects and programmes together with appropriate Managers and project managers
* Utilise social media to inform, inspire and encourage people to get involved with Creativity Works
* Ensure that all listings and events are issued and carried by press.
* Oversee all Press Releases
* Creation and dissemination of all E-Newsletters
* Produce Case Studies for evaluation and advocacy purposes, in collaboration with appropriate staff
* Ensure compliance with all data protection legislation.

**Board/Trustee Communications and legal requirements**

* + Support Charities commission annual return
  + Support Companies House annual return
  + Bi-monthly meeting attendance and support
  + Ensure up to date Public liability and Employers liability insurance
  + Organisation of venues for Board meetings and Away days including any catering requirement
  + Liaising with the Board regarding Board papers, meetings and travel

**Organisational and administrative duties**

* To provide evidence of successes and reports for use at strategic Creativity Works meetings (i.e. Board and major stakeholders)
* Assisting in Finance activities
* To carry out routine administrative duties and respond to day to day enquiries.
* To take part in training activities as appropriate.
* To undertake any other duties as required.

**Legal**

* To comply with all Creativity Works’ Policies

**Conditions of Service (Summary)**

**Grade / Salary:**  £20 - 22k, pro rata, depending on experience.

**Hours:** 19 hours per week

# Special Conditions: The hours worked may require evenings and weekends.

**Pension:** Eligible to join **Creativity Works**’ stakeholder pension scheme to which the Board of Trustees make a 5% of salary level contribution.

**Based at:** Creativity Works, Leigh House, 1 Wells Road, Radstock BA3 3RN

**Overtime**: Overtime payments are not made. Time off in lieu is provided

**Expenses:** Travel during the course of Creativity Works business will be reimbursed and mileage paid at the current Creativity Works rate.

**Probationary period:** 12 weeks

**Notice period**: 4 weeks (by negotiation)

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| **Person Specification** | |
| Essential | **Desirable** | |
| **Experience** | |
| * Minimum of 2 years experience of working in communications and office management * Experience of managing office computer systems, file storage etc. * Experience of managing postal and email services for an organisation * Experience of website management and updating * Experience of managing and developing distribution lists * Experience of using social media to support communication and marketing * Experience of managing distribution of information to targeted groups | * Experience of working with the following software: * Microsoft for Office * Apple Macs – [we have a mix of computers] * Microsoft 365 server, team sites etc. * Outlook * Constant Contacts * Adobe Creative Suite, particularly Illustrator. * Experience of managing budgets | |
| **Knowledge, skills and abilities** | |
| * Understanding of marketing and advocacy processes * Understanding of new media technology as marketing tools * Excellent IT and computer skills * Excellent copy writing and proof reading skills * Strong oral and written communication skills | * CIM (Chartered Institute of Marketing) qualification * Knowledge of Charity Commission and Companies House requirements * Previous cultural sector experience and knowledge | |
| **Personal Qualities** | |
| * A proven self-starter, able to take the initiative and manage multiple priorities * Ability to work effectively with other staff members * Commitment to equal opportunities and diversity * Ability to work flexibly including evenings and weekends | * Enhanced Criminal Records Bureau clearance - this is a requirement of the post and successful candidates will be required to complete the enhanced CRB process. | |