

JOB DESCRIPTION

Title: Communications & Project Support Co-ordinator
Reports to: Chief Executive
Location: Central Bath

Introduction:

Genesis Trust Bath is a local Bath charity with a mission to help and support people living in poverty, the homeless and other vulnerable people in and around the city. At present this is organised via ten projects, employing sixteen people and enjoying the voluntary contribution of over 700 people, many of whom belong to local Christian congregations.

Genesis is growing, with an exciting new property development taking place in 2017 and the launch of a new social enterprise to add to the ten existing projects, some of which are expanding significantly. This is an opportunity to be involved in our growth as a charity, as Genesis is positioned for the next phase of its development. We are looking for someone with marketing communications and/or business administration expertise who likes a challenge, is highly organised and flexible enough to provide administrative support to our projects. Your work will make an immediate difference to the most vulnerable and marginalised in our community. It will suit someone who has the skills, enthusiasm and ability to work across all communications channels including events, digital and print, use our new CRM software package and provide efficient, capable support to all our projects and central office.

The Communications and Project Support Co-ordinator will be a core member of the Central Services Team (CST). The role of the CST is to provide the following functions to the projects within Genesis: leadership and supervision, governance, financial recording and reporting, fundraising, HR and H&S support, internal and external communications and other general office functions. The role will report directly to the Chief Executive but with additional functional reporting to the Relationships & Communications Manager and the Finance & Data Administrator.

Job Purpose:

1. To provide day to day marketing communications support.
2. To support the centralised administrative functions necessary for the smooth running of the office and projects.
3. Specific support for client-based projects.

Success in this role is measured by:

- Effective delivery of communications activity.
- Smooth running of the office administration function.
- Efficient administrative support for all Genesis projects and volunteers.
- A positive can-do attitude with a willingness to “roll up sleeves”.

Job Tasks:

Communications

- Day to day running of Genesis communications channels including social media conversations and regular web updates.
- Content creation – storytelling via written, audio and visual media plus award entries, newsletters and emails as required.
- Event support as required.
- Working with fundraising team to ensure donors are thanked and acknowledged appropriately.

Administration

- Day-to-day administration in the office: supporting CST and projects.
- As a primary point of contact for administration will maintain good working relationships with the various church congregations in the city and the volunteers.
- Maintaining the cleanliness and tidiness of the office and associated areas, including managing the relationship with the cleaning company.
- Ensuring the office is stocked with necessary supplies and materials.
- Being the first point of contact for phone calls and reception.
- Dealing with emails, distributing to colleagues as required.
- Administer some personnel activities such as holiday bookings.
- Administer volunteer applications.
- Administer health and safety.

Leadership and Management

- Help develop and improve the administrative procedures and practices of the charity.
- Helping administer volunteers.
- To grasp the opportunity to help develop processes and procedures.
- Take part in management meetings and take on action points as appropriate.
- To represent Genesis on some project management committees as appropriate.
- Be flexible in order to help provide cover across Genesis when others are away or ill.
- To help ensure that Genesis' health and safety policies, procedures and standards are met.

Internal & external relationships

- Central Services Team
- Project teams
- All external stakeholders via communications activity
- Donors as required
- Volunteers
- External suppliers

Support will include:

- The Chief Executive.
- Relationships & Communications Manager
- Finance & Data Administrator
- Other Project and support managers.
- Appropriate training in the form of courses, seminars and events.
- Regular 1:1s and annual appraisal.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Educated to degree level or equivalent.	Degree in relevant discipline eg Marketing, PR, English
Experience	Paid or unpaid involvement in communications and/or community outreach activity e.g. blogging/promoting events/running clubs & societies/running third party social media accounts/updating websites/newsletters etc.	Paid or unpaid experience of office or project administration
Skills/Knowledge	Excellent marketing communications skills - able to produce creative content for marketing purposes Good IT skills (familiar with MS Office). Excellent telephone and personal manner.	Experience of Salesforce database Familiarity with web and social media management tools
Qualities	Willingness and enthusiasm to learn. Positive nature, ambitious, adaptable, and resourceful. An enthusiasm for our work with disadvantaged and homeless adults. Accuracy and good attention to detail. Ability to organise and prioritise. Focus on achieving results. Good team player. Ability to build and maintain constructive relationships with clients, colleagues and external organisations. Openness and adaptability to new ideas and	Knowledge of marketing communications theory and willingness to keep up to date with latest developments. Some experience or awareness of the needs and concerns of vulnerable and disadvantaged people. A degree of flexibility about precise working hours to allow for specific needs, fundraising activity and other general work needs. Passion about Genesis Trust Bath and its mission.

	<p>innovative approaches.</p> <p>Willingness to embrace and implement change.</p> <p>Ability to complete and maintain records.</p> <p>Empathy with and understanding of Genesis Trust's Christian ethos.</p> <p>Successful candidates must be prepared to undergo an Enhanced DBS check and C-Me Profiling (Behaviour Profiling Tool).</p>	
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Job Description agreed:

Post holder's signature:

Name:

Line manager's signature:

Name:

Date: