

Digital Communications and Events Coordinator
Job Description and Person Specification

Job Title: Digital Communications and Events Coordinator

Reporting to: Chief Executive Officer

Responsible for:

- Coordinating new digital content for the Belong digital platform including for new members and the resources, blogs and stories sections of the Belong website
- Technical support to the Belong team, associates and members for our digital platform, online and offline programme of Events, webinars and communities of practice
- Overseeing and coordinating all Belong comms including our regular newsletter, social media and members area of the website
- Providing practical logistics and support for Belong's programme of Events and training
- Occasional admin support for the Belong team

Location: Manchester

Hours: Full-time (37.5 hours per week) or substantial part-time. Due to the short term nature of the current contract we would also be willing to consider contracting the work on a freelance basis

Salary: £20,000 per annum

Probationary period: 1 month

Contract: Initial fixed term contract up until March 2020, but with the aim of making it a permanent contract.

Notice period: 1 month

Are you driven by social purpose, reliable, motivated, with strong digital and tech skills, and an engaging and confident manner? Then Belong would love to hear from you!

About Belong – the Cohesion and Integration Network

Belong is a new network and independent national charity, registered in November 2018. We connect, support and mobilise all those who are working to improve cohesion and integration across the UK, bringing together businesses, local government, third sector and faith organisations, and grassroots community groups. We raise the profile of this vital work, improving practice and transforming policy by connecting people and organisations locally, nationally and internationally. We share ideas, exchange resources and best practice to build the capacity and confidence of the individuals and organisations who are working towards a more inclusive, integrated and peaceful society.

Against a backdrop of increasing polarisation, there has never been a better time - nor a greater need - to establish a network in the areas of cohesion, integration and intercultural interventions. Belong brings together organisations, of all types and from all sectors across the UK and globally. The Network's digital platform provides a central location for users to access resources, information and training materials and to connect with others in their local area and across the country. Membership is open to civil society organisations, governmental

departments, universities and academic institutions, housing and education agencies, local government and will also harness the power of the private sector. We are delighted that our supporters and founding members include the Ministry for Housing Communities and Local Government (MHCLG), Savannah Wisdom Foundation and Manchester City Council.

Candidate Profile:

You will be a confident and clear communicator, who is reliable, hard-working, a quick learner and a real team player. You will be familiar with using a range of digital and tech platforms to support connections and knowledge sharing. You will be able to evidence your passion for social cohesion, integration and intercultural programmes, and your ability to build strong relationships with our members, stakeholders and the rest of the Belong team. This is your chance to make a real difference to integration and cohesion across the UK.

Main Responsibilities:

Support new and existing members to utilise the Belong platform and gain the full benefit from it.

You will work closely with Belong's Membership and Partnerships Manager to:

- Ensure new members can confidently negotiate the site, helping them to upload documents, logos, resources and stories
- Onboarding of new members as directed by the Membership and Partnerships Manager including a first hello and preliminary needs assessment
- Uploading content to the site and ensuring back-up copies are kept
- Providing ad hoc support for members or others in terms of answering questions or fixing problems with member sign up
- Together with the Belong team ensuring that members follow the Members Code of Conduct and Membership Agreements.

Content Coordination

- Keep the resources and stories sections updated with input and guidance from the wider Belong team
- Draft brief descriptors of some resources for sign off
- Support the practical and technical development of content – for example content generated by Belong's events and training programmes, e.g .webinars and podcasts and ensure it is uploaded to the members and / or site where appropriate

Communications Coordination

- Draft and coordinate content for the regular Belong newsletter working with members, the Belong team and stakeholders to ensure accurate, readable copy
- Coordinating social media – drafting posts and tweets with engaging content
- Maintaining and updating key comms databases, e.g. Mailchimp; Members CRM; etc.
- Overseeing Belong generic email accounts for specific purposes.

Maintenance of the Digital Platform

- Working with Belong's website designer and team to ensure that the digital platform is well maintained and that it remains easy to use, engaging and accessible with the user in mind
- Regularly updating the digital platform with new content as required.

Administration and Event Coordination

- Supporting the logistical planning, management and delivery of Belong events including travel, refreshments, event sign up, etc.
- Keeping good records and working with other team members to ensure the smooth running of the office.
- Planning the logistical delivery of events and technology required

- Providing ad hoc support for members or others in terms of answering questions or fixing problems with member sign up
- Answering general queries from members about their membership and the network
- Scheduling and arranging meetings for the Belong team and coordination room bookings etc.

The above list is indicative only and not exhaustive. The post holder is expected to carry out all such additional duties as are commensurate with the role.

Person Specification:

Skills, Knowledge, Capabilities

| Essential | Desirable |
|--|---|
| Qualifications | |
| Educated to degree level or equivalent | Digital marketing course or qualification |
| | Evidence of engagement in cohesion / integration / intercultural activities or related sectors. |
| Experience | |
| Of working with tech and digital to support networking / membership / online forums | |
| Skills, Knowledge and Capabilities | |
| Excellent writing and verbal communication skills including ability to proof-read ensuring copy is accurate and readable | An understanding of writing for online and digital users |
| Content development for websites and social media | Audio and visual content development |
| Familiarity with Wordpress and with website maintenance and development | Knowledge of mailchimp, Slack, Eventbrite and / or online platforms plus basic software development |
| Utilisation of basic data management tools / CRMs for client relationship management (e.g. Excel,) and online storage systems. | |
| Personal Qualities | |
| Passionate about improving cohesion & integration in the UK. | |
| Able to recognise personal strengths and development needs. | |
| Collaborative and solution focused | |
| Attention to detail and conscientious | |
| Practical, focused and able to work independently and as a vital part of a small team | |
| Utterly reliable and organised | |
| Able to work in a fast paced and changing environment | |
| Sound understanding and commitment to equality, diversity and inclusion. | |

How To Apply:

To apply, please send your CV and covering letter (**no more than two sides of A4**) explaining how you meet the person specification and job description.

Your application should be emailed to recruitment@belongnetwork.co.uk with 'Digital Communications and Events Coordinator'. Applications are being accepted on a rolling basis and we will close applications once we have appointed.

To find out more about Belong please visit www.belongnetwork.co.uk