

## Job Description



**THAMI**

**Job Title:** Communications & Events Officer

**Job Holder:**

**Reports To:** Community Services Manager (CSM)

**Job Purpose:** The postholder will creatively engage with residents, businesses, and visitors to communicate the Council's plans and decisions as well as promote local events and initiatives through various multi-media channels, including Thame Town Council's website and social media accounts; provide administrative support as part of a small, dedicated team, and support the Community Services Manager with town events.

### Main Duties & Responsibilities

1. Promote the business of the Town Council by managing and editing the website, designing publications, signage, and posters, and drafting and distributing press releases using traditional and digital media. Also support the Community Services Manager (CSM) in collating and distributing a weekly e-newsletter.
2. Manage the distribution and stocks of marketing materials and report on trends that may help improve the marketing of the town.
3. Promote community engagement by building relationships with organisations and key stakeholders as part of the public engagement process, including but not limited to, Thame Players, Thame Good Neighbour Scheme, Residents Associations, and the voluntary sector.
4. Support and attend meetings of local and internal groups to help improve communications to enhance the vibrancy of the town and visitor economy.
5. Monitor and execute all forms of social media requirements and keep the CSM informed of any issues relating to the work of the Town Council.
6. Monitor and respond to feedback from the media and the public about the council on traditional and digital channels.
7. Record media coverage and measure the impact of publicity campaigns on audience engagement.
8. Work with the management team and other officers to create and deliver a communication strategy.
9. Maintain high standards of work and performance with a keen eye for detail and communicate effectively with the community, councillors, staff, and other stakeholders to ensure clarity and transparency.
10. Assist with the planning, management and operational requirements of community events that may be outside normal working hours. This will include various Christmas events, Remembrance Sunday, annual fairs, themed markets, civic receptions, and other annual or special events throughout the year.
11. When delegated by the CSM, manage small budgets relating to specific events.

12. Undertake work delegated by the CSM to achieve the objectives of the Town Council.
13. Assist with the Town Council's public consultations.
14. Assist with the continuous improvement of systems and processes to ensure efficiency and best practice.
15. Play a flexible role as part of a small administrative team in the smooth running of the operational services of the Town Council, including lunch time and holiday cover in the Information Centre, and taking minutes at Council meetings which are outside of the normal working day, when required.
16. Provide a customer-focused facility in which enquiries are managed in an efficient, courteous, and competent manner.

### **Other Information**

17. **The council is dedicated to lessening our environmental footprint wherever we can. It is expected the role will explore opportunities to seek carbon and waste reduction in all areas and implement savings wherever practicable. This includes conserving energy and resources, avoiding single-use plastics, buying from sustainable (and, where possible, local) sources, and generally showing a lead in protecting our planet.**
18. **Some out-of-hours (including weekends) and evening work will be required (e.g. events or committee meetings), with compensation in line with relevant policies, the Contract of Employment and the Staff Handbook.**
19. **The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.**
20. **To attend training courses or seminars relevant to the role or needs of the Council as part of an ongoing Personal Development Plan.**
21. **To work within Health and Safety Legislation in accordance with the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999.**
22. **To attend annual appraisal and at least six-monthly review that will form the basis of a Personal Development Plan, that will be linked to the Council's Objectives. The postholder will be expected to attend regular meetings with their line manager to allow collaborative support.**
23. **All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.**
24. **This job description is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post; It will be supplemented by the detailed project plan created through the role, which will be developed in conjunction with relevant stakeholders. This job description will be subject to regular review and the Town Clerk reserves the right to add to the duties listed, amend the character of the position or the level of responsibility.**