



## Job Description

<b>POST:</b>	Community Engagement & Events Officer
<b>SCALE:</b>	Pay Scale 18: £19,713.24 pro rata (Full time equivalent £24,313.00)
<b>HOURS:</b>	30 Hours per week This will include working some unsociable hours including evenings and weekends for Council meetings and events.
<b>RESPONSIBLE TO:</b>	Community Engagement and Events Manager of Bridgend Town Council

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<b>JOB PURPOSE:</b>	<p>To assist with the planning and effective delivery of community engagement initiatives, administrating a programme of events and activities at Carnegie House Arts Centre and in Bridgend Town Centre and managing bookings for room hire at Bridgend Town Council buildings.</p> <p>The post holder will also be required to prepare for and attend Carnegie House Board Meetings and events.</p> <p>He/she will also be required to support the Town Clerk and other members of staff by providing key administrative services to the organisation along with other responsibilities, as set out in this job description.</p>
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### PRINCIPLE RESPONSIBILITIES:

#### 1. Community Engagement and Development

- Assist in the development and implementation of the Bridgend Town Council community engagement strategy.
- To support the Community Engagement and Events Manager with a range of community engagement initiatives.
- To collect and record data from community engagement events to inform future decision making.
- To work closely with local stakeholders (including local residents and their representatives, community/third sector organisations and other relevant bodies).
- To assist the Community Engagement and Events Manager with grant applications at the request of the Town Council.
- To represent the Town Council and the Community Engagement and Events Manager at such Committee meetings or other events (internal or external) including evenings and weekends as appropriate.

## **2. Event Programming and delivery**

- To assist with the planning, promotion and delivery of a programme of events, classes and workshops for the local community at Carnegie House Arts Centre and within Bridgend Town Centre.
- To liaise with arts and cultural providers, freelance workers, tutors and key stakeholders to ensure the programme of events is delivered efficiently.
- To ensure that appointed professionals deliver services in-line with BTC contractual agreements.
- To arranging technical requirements and support with technical set-up for events.
- To assist with the collection of data to monitor the success of programmed events and activities.
- To produce reports for future development proposals.
- Day-to-day management of Carnegie House diary including:
  - Dealing with incoming venue enquiries and room hire bookings
  - Ensuring appropriate literature is sent out and booking forms are completed and returned
  - Updating the electronic diary system with new bookings and keeping information up-to-date
  - Ensuring the caretaker is fully briefed on events and bookings for the week ahead
  - Liaising with Caretaker/Key holder to arrange opening and closing for events & room hire
  - Ensure the heating, cleaning and maintenance is arranged for each booking
  - Ensure room set-up (tables, chairs and refreshments) are arranged prior to each booking
  - Arranging technical requirements and operations (hire of equipment, set-up etc.)
  - Ensure appropriate signage is prepared for each booking
  - Ensure all new room hirers are provided with fire safety information and out of hours contact details
- To assist with the co-ordination and delivery of seasonal BTC events (e.g. School half-term, Easter, school holiday summer activities, autumn lantern workshops, Christmas Grotto etc.).
- To assist with the planning and delivery of large scale annual Town Centre events E.g. Wartime Bridgend:
  - Event planning and co-ordination, acting as main point of contact for the event within BTC
  - Co-ordinate meetings, prepare for, attend and produce minutes
  - Manage the costs of the event within the set budget
  - Seek sponsorship pledges towards the cost of the event
  - Prepare Risk Assessment, Liability Insurance, BCBC Event Notification and Temporary Events Notice if necessary
  - Liaise with activity providers, town traders, entertainment providers, historical groups, Bridgend Festivals, BCBC and members of the public
  - Order of/ liaise and agree set up of marquees/stage/popups.
- To be one of several key holders, in case of emergency call-out to reset alarm security alarm.

## **3. Marketing & Communications**

- Coordinate marketing activities for BTC events in-line with marketing strategy including:
  - Creation of promotional copy to advertise BTC events
  - Work with designers and printers to create posters/flyers/brochures
  - Arrange advertising in local magazines
  - Arrange radio advertising and 'live on location' packages when necessary
  - Write and distribute Press Releases to relevant media
  - Update and maintain the Carnegie House website
  - Coordinate social media promotional activity and respond to enquiries on social media platforms including Facebook, Twitter and Instagram

- Organise and maintain an efficient display of promotional material in the reception area of Carnegie House, outside the Carnegie House building and on various notice boards around Bridgend Town Centre
- Where appropriate, to meet with members of the public and organisations to discuss community issues, provide information, answer questions and respond to complaints.
- To attend civic events in an official capacity and to act as a representative of the Town Council at external events and meetings as required.

#### **4. Financial Administration**

- To undertake financial tasks such as preparing invoices for room hire bookings and cash handling for all classes, workshops and room hire bookings and ensuring cash and cheques are banked on a regular basis.
- Working with the Responsible Finance Officer to ensure invoices are paid on a timely basis and chase debtors where necessary.
- Producing financial reports of room hire income and ticket sales income for monthly board meetings, with the assistance of the Responsible Finance Officer.
- Management of petty cash float for Carnegie House Arts Centre events and bar.
- Arrange payment of funds to service providers in-line with BTC precept budgets and relevant grants.

#### **5. General Administration**

- To assist the Community Engagement and Events Manager to prepare agendas, reports and minutes for relevant committee meetings.
- To assist the Community Engagement and Event Manager in organising and maintaining efficient administrative systems.
- To assist in monitoring the use of services by ensuring registers are maintained for BTC classes and workshops, recording statistics on relevant databases and collating information for evaluation and monitoring purposes.
- To attend Town Council Committee meetings when necessary.
- To deal with actions arising from Town Council meetings.
- Assist with the production of monthly update reports for Town Council meetings.

#### **6. Health and Safety**

- To assist in ensuring that the Town Council's statutory obligations for the effective management of health and safety are met and that the health and safety policy and supporting processes and procedures are reviewed at appropriate intervals.
- To ensure all necessary Health & Safety policies are in place for events and activities taking place at Carnegie House Arts Centre.
- To work with the Facilities Manager to arrange relevant Risk Assessments for BTC events.
- To take care of your own health and safety and ensure through training and guidance that employees are aware of their responsibilities in relation to the roles they perform.

#### **7. Project Management**

- To research projects for consideration by the Town Council as may be required, including feasibility, funding, and future management and resourcing and once approved to provide assistance in the management of projects.

## **8. Equality and Diversity**

- To support the Town Clerk in ensuring that the provisions of the Equality Act 2010 are reflected in all aspects of its work.
- To ensure that all employees are fully aware of the Town Council's commitment to and obligations arising from equality legislation.
- To work with the Town Council to ensure that the requirements of the Welsh Language Act are reflected in all aspects of service delivery and that when published, the standards to be produced by the Welsh Language Commissioner are fully implemented as appropriate.

## **9. People Management**

- To provide timetable information to the caretaker/key holder to open and close for events and ensure the building is clean, tidy and suitably set-up for events and room hire bookings.
- To co-ordinate front of house staff and ensure the bar can run smoothly when open for events. This includes stock management, cash handling, ordering supplies and staff rota.
- To assist with volunteer recruitment, inductions, rota (with support from Community Engagement and Events Manager).

## **10. Personal Development**

- To develop professionally by keeping up to date your knowledge, skills and networks to ensure the efficient management of the Town Council's affairs.

## **11. Other**

- To undertake other duties from time to time which are commensurate with the level and grading of the post.

# Person Specification

## Community Engagement & Events Officer

The following attributes represent the range of skills, abilities and experiences relevant to this position.

Applicants are expected to meet the attributes that have been identified as essential (v).

Attributes	Requirements	Essential/ Desirable	Method of Evaluation/Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Professional Marketing qualification (CIM or IDM)</li> </ul>	(D)  (D)	Production of certificates and application form.
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in an Events or Arts role and delivering a wide range of successful community events</li> <li>• Project management experience, including experience of commissioning/supporting and coordinating community projects and events</li> <li>• Able to plan, prioritise and deliver to tight timescales</li> <li>• Practical experience and knowledge of the community and voluntary sector</li> </ul>	(v)  (D)  (v)  (D)	Interview, application form, references and selection process.
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrate excellent written and general communication skills and the ability to communicate with stakeholders in a clear, meaningful and effective way</li> <li>• Ability to communicate effectively with the public</li> <li>• Ability to work flexibly and proactively, with a minimum of supervision</li> <li>• Possess effective social media skills and be adept in i.e. WordPress Facebook, Twitter etc.</li> </ul>	(v)    (v)  (v)  (v)	Interview, application form, references and selection process.