Events & COMMUNICATIONS Co-ordinator

# Job description and person specification

**Accountable to:** Programme Director

**Location:** Cardiff based.
*We have offices in Cardiff & Colwyn Bay, and operate a hybrid working policy that enables people to work from an office and from home in Wales. You will be regularly required to attend the Cardiff office and/or other locations as part of your employment.*

**Contract type:** Permanent.

**Hours:** 35 hours per week (full time)
*Note: However, if you are interested in doing fewer hours to suit your needs, do let us know.*

**Salary:** £28,000 pa based on full time

**Benefits inc:** 5% employer pension contribution, generous holiday allowance, group life cover, ethical culture

The post holder will report to the Programme Director; but as we are a team of 8, we work as a close team without too much focus on rigid structures and hierarchy. We want you to feel confident to make decisions in areas of your responsibility and to contribute to the direction and success of TPAS Cymru and its members.

This role has a proven pathway for growth and promotion.

# About TPAS Cymru

TPAS Cymru has supported social housing tenants and landlords across all of Wales for over 35 years and has a strong track record in developing effective tenant engagement through training, practical projects and policy development. We have an extensive knowledge of social housing with a focus on issues from the tenant perspective and for tenants’ benefit. We are also increasingly working to enable tenant voice in the private rented sector.

Locally we develop best practice at landlord, tenant group and project level through practical advice, support, training and consultancy. At Government level, we contribute to policy change by influencing and channelling the lived experience and needs of tenants.

Find out more at [www.tpas.cymru](http://www.tpas.cymru)

# Job purpose

As our Events & Communications Coordinator, you will work as part of a dynamic team to support the delivery of exciting projects, online & face to face events, membership support and communications. You will help to ensure that our work is planned, managed and delivered effectively.

The work will be varied and includes the following:

## Event Planning & delivery

Supporting and coordinating the development and delivery of online and face-to-face events for TPAS Cymru including:

* Approaching andliaising with guest speaker, liaising with venues
* Co-deliver the facilitation of online focus groups, events and training courses
* Helping with the promoting and marketing of events including writing promotional material, creating digital assets e.g Canva
* Supporting the updating of our website
* Help develop new training events, digital content and related marketing materials

## Project Delivery

* Undertake research and information gathering with our members and contacts via online surveys, telephone or video calls relating and producing research findings
* Working with staff and partners to coordinate the successful delivery of projects
* Assisting with end-of-project report writing and evaluation

## Business Development

* Undertake topical research into new developments in the fields of community engagement, digital communications and housing
* Help to develop new tools, templates and engagement techniques
* Support team objectives with increasing membership and sponsorship

## Communications & Marketing

* Use social media effectively and proactively to promote current projects and opportunities for our members and the sector
* Writing content, produce articles, contribute to publications and make video content.
* Explore and test social media trends and emerging digital channels

# KEY SKILLS / Person specification

This role would suit an organised individual who likes a varied and stimulating role, and who likes to get involved in a variety of different disciplines such as Event Management, Research, Communications, Training and project management.

**Key skills**

* Well organised and able to organise others
* Confident with talking to people, on the phone and in online meeting settings
* Ability and enthusiasm to interact effectively and courteously with a wide range of people
* Good digital skills – confident to use digital solutions such as Zoom, MS Teams, and online survey tools
* Confident and proactive in the use of social media platforms to promote work being undertaken and to market new opportunities
* Engaging writing skills reflecting our brand and suitability for diverse audiences
* Ability to work with colleagues to develop tenant friendly questionnaires and outline scripts to get to the heart of research objectives
* Good IT literacy skills with Microsoft packages

**Useful valued extra skills** **or experience**
*(We would not expect candidates to have all of these, but if you have* ***any*** *do say in your application)*

* Ability to drive and access to car
* Ability to speak Welsh – *please indicate your level of fluency*
* Engagement and inclusive engagement techniques
* Experience of working with minority ethnic and underrepresented communities
* A keen interest in how technology and AI can support what we do
* Experience of managing a digital channel/developing social media content
* Knowledge of Welsh political infrastructure (e.g. the Senedd, Welsh Government etc.)