

## JOB DESCRIPTION

# Research & Communications Coordinator

Providing an administrative and communications service to facilitate the strategic work of the CEO & Creative Director.

### YOU'LL BE RESPONSIBLE FOR...

Working right at the centre of the organisation - providing efficient, effective, and creative support in a fast-paced and stimulating environment. This role comprises three strands of activity, the first being more creative; drafting, editing, summarising and sharing information which is easy for our teams to digest and making reels and content for updating internal comms and messaging. The second part is research and explorative tasking to underpin and inform our organisational goals. Finally, there is routine sound administrative and organisational support, including, taking minutes, organising meetings, and tracking data via our software systems (SharePoint, Spektrix, Artifax). The Research & Communications Coordinator is key to ensuring that the CEO & Creative Director's goals are delivered effectively and his priorities are cascaded effectively throughout the organisation.

### WHAT YOU WILL DELIVER: IT'S ALL ABOUT...

#### ... assisting with internal communications

Understanding the larger context and business goals, you will support internal messaging by creating short video clips, infographics and posts for sharing with the wider staff group.

Confidently deploying emerging IT and social media tools to draft internal updates using HfC's tone of voice.

Re-purposing HfC's standard/routine written reports/text/returns for internal audiences.

#### ...excellent written skills

Supporting by proofing, editing and drafting text for a variety of purposes and recipients.

Drafting and editing responses and reports using HfC's tone of voice and brand guidelines.

Turning research into useful and impactful briefing documents for multiple uses.

#### ...effective administration

Arranging the CEO's diary - scheduling meetings, travel and events so that time is used efficiently.

Developing good working relationships with key people, so you can understand and pre-empt the correct response from the CEO's office.

Tracking and updating information using our in-house systems Artifax, SharePoint and Spektrix - so that data usable and easy for all to access.

Supporting with specific, delegated tasking to mitigate items identified in the organisation's Risk Register.

#### ...supporting with stakeholder updates

Drafting and editing correspondence and ensuring the VIP and stakeholder lists are relevant and up to date.

Tracking significant dates and events for issuing both standard and personalised communications with key individuals and potential supporters.

Administrating the HfC seasonal and key events communications.

#### ...carrying out research

Developing and managing systems for gathering, recording, analysing and presenting data from a range of sources for maximum impact.

Researching national and regional strategies (Arts Council England, Cornwall Council, DCMS, DfE).

#### ...accurate meeting support

Recording and managing tasks from routine meetings (Leadership, Tactical, and Ad Hoc) and monitoring follow-up actions, using software tools and tactful reminders to ensure tasking is completed in good time.

Proactively facilitating all the CEO's personal meetings including room bookings, agenda setting, tech set-up and refreshments.

Tracking governance actions for the CEO.

Supporting all the CEO's work with a real eye for detail, ensuring mistakes are avoided and understanding is clear.

## PERSON SPECIFICATION

### SCALE AND SCOPE OF THE ROLE

Reports to	CEO & Creative Director
Financial responsibility	No budgetary responsibility
Line management	None
Area of impact	Business support services for CEO's office. Managing day-to-day operational duties.  Assist in communicating internally and delivering HfC's goals - working collaboratively across the organisation with key individuals.
Nature of impact	Internally: Level of delegated authority and autonomy to a certain level - able to use own initiative. Works closely with managers and support staff to achieve strategic aims.  Externally: Maintains productive and trusting working relationships with stakeholders and industry partners.
Internal/External relationships	Internal: CEO & Creative Director, HR & Business Support Coordinator, Communications Lead, Marketing Executive.  External at the appropriate level: Donors, Theatre Creatives, Funders, Industry Peers, Theatre Producers and Stakeholders,

### KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED

#### Essential

Relevant degree, equivalent qualification(s), or evidence of equivalent skills/knowledge.

Sound organisational and planning skills, that ensure work is effectively prioritised to meet deadlines and self-imposed timetables.

Advanced IT skills (Microsoft Office) and tech-savvy - comfortable with using digital workplace tools such as designing journals or slide decks.

Adept at creating eye-catching, simple reels and content for sharing information electronically.

Excellent written English and proofing skills.

Good knowledge of sound research techniques including checking source credibility.

A well organised completer-finisher with strong attention to detail.

#### Desirable

Interest in the creative industries.

Solid understanding of good data management/controls.

Proficiency in using social media for business purposes.

### HfC VALUES: HOW WE BEHAVE

When it comes to the future of Cornwall, entertaining our diverse audience, meeting people as they are and providing everyone with opportunities to experience the thrill and power of performance, **we're all in**

#### Passion

We're dedicated, brave, heartfelt, loving.

#### Empathy

We're considerate, open, understanding, inclusive.

#### Grit

We're determined, tireless, grounded, focused.

#### Gusto

We're playful, enthusiastic, imaginative, hungry.