Resident Communicator
(£27,500 pro-rata, 8.0 hours)

Job Purpose:

Provide structured, high-quality and accessible resident-focused communications which encourage resident awareness and meaningful involvement in local community events and activities, the community-building efforts led by residents, community-builders and champions and in support of RCT's core programmes.

Key Objectives:

1. Work positively and flexibly with others in the RCT team and local residents to deliver positive resident focused communications for events and activities which fully involve residents in improving local quality of life and the internal and external image of Rowner.
2. Lead on developing RCT/Rowner's website and social media presence so that local residents, local groups, and organisations perceive them as the 'go-to' place for local (Rowner) information and the shaping and promotion of the neighbourhood.

Key Tasks:

- Contribute positively to RCT organisational & whole team development.
- Proactively lead on structured promotion and communications efforts with residents including in collaboration with community-builders and community champions.
- Provide communications and promotional advice and support to local initiatives/offers led by local residents and local groups.
- Develop the RCT website and social media as the default source of local information including appropriate discussion/feedback mechanisms.
- Assist the Chief Officer in developing and testing new resident voice and involvement mechanisms so that more residents are actively involved in shaping and contributing to their neighbourhood and the work of RCT.
- Work with the Chief Officer and RCT Team to develop an accessible and easy to use and 'safe' CRM approach.

Person Specification:

This is a role which requires both a high degree of proactive and autonomous creative working as well as working positively as part of an emergent resident involvement team. Effective and meaningful resident involvement means we need an authentic, creative, and resonating approach to ensure that we can reach and

involve a broad range of adult residents (80%+ of whom are working or studying). To achieve this may require some occasional (planned) evening and weekend work.

We are interested in people from a range of personal and professional backgrounds including sales, (co)design, marketing, hospitality etc. You will a need to be flexible, confident, and friendly person and be able to work positively and inclusively with people from a range of backgrounds.

Applicants will need to be fully IT literate and proficient in Word, databases/CRM, utilising social media and graphic design software including Canva. We need the successful person to be flexible in this role and in turn we are also willing to be flexible. We are happy to discuss the structure of this role with all candidates including those who wish to combine this role with studies, other roles, or responsibilities. We will cover any agreed training costs directly related to this role, and we are also willing to make an appropriate contribution to other related training that you may wish to undertake. We offer six weeks of annual leave (7.0 days pro-rata) and an annual wellbeing day.

Key Metrics:

1. A substantive increase in website and social media traffic is achieved.
2. Number of active resident champions.
3. RCT collects and collates 500 unique feedback 'inputs' from local residents annually.

COMMUNITY FUND

LIVING WAGE FOUNDATION