



LUTON IRISH FORUM

WELFARE, SOCIAL & CULTURAL OPPORTUNITIES

Communications, Information and Systems Officer Job Description

Hours: 35 hours per week including evening and weekend work for which toil will be given.

Responsible to: Chief Executive Officer (CEO)

Purpose of the job

The Communications, Information and Systems Officer is an integral part of the team - responsible for regularly updating the membership database and liaising with the Office Manager and Reception staff around yearly and rolling renewal membership updates. The post holder will ensure the monitoring and evaluation system is populated, drawing down reports as required for funders and the board. The post holder will also manage content for LIF websites and social media platforms and liaise with the IT and other suppliers as and when necessary.

Key Responsibilities

Information and Systems

- Ensure LIF database is regularly updated with new members and changes to existing members including accurate contact details, profile information and attendances.
- Liaise with local business to prepare and maintain LIF membership offer.
- Organise the annual renewal of existing memberships, in liaison with Officer Manager and Reception staff.
- Collect, manage and present data on membership recruitment and retention, and support the production of relevant performance reports for LIF.
- Ensure monitoring and evaluation systems are populated and used effectively by staff, issuing regular reminders, drawing down reports as required for funders and board.
- Support the CEO/staff team and organisation with preparing relevant data reports e.g., feedback from surveys and research projects.
- Train and support staff and volunteers to effectively use LIF database, Microsoft 365/Teams and Zoom.
- Lead on data protection within the organisation in line with UK GDPR and advise/support staff and volunteers on data protection, compliance and security, as necessary.
- Construct LIF surveys and research projects in key areas of community and service needs in conjunction with staff and volunteer leads, key stakeholders in the community, members, partners and academic/research institutions.
- Maintain a high level of filing and administration for your own duties including online and database management.
- Administer DBS checks for staff and volunteers where their roles require this.

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Communication specific

- Train staff on the appropriate use of LIF brand and messaging and ensure they are followed within all media.
- Source and create content including copy and images for LIF newsletter, posters, leaflets and other printed materials for LIF events and activities, distributing online and hard copies.
- Source and create content, sell sponsorship and work with external graphic designer to create a guide and promotional literature for St Patrick's Festival.
- Proofread marketing materials ensuring the copy is of the highest standard.
- Manage content for websites and social media platforms.
- Develop and maintain LIF websites.
- Lead with writing press releases and content for third party publications.
- Lead with marketing campaigns such as St Patrick's Festival.
- Lead with the promotion of LIF events and activities on social media and monitor the effectiveness of it.
- Assist with promoting LIF at partner events.
- Lead with monitoring public opinion of LIF.

General

- Assist with the coordination of LIF projects.
- Assist with social/other events within the centre, including festive events as part of LIF events subcommittees.
- Attend the SMT and Trustee meetings as required.
- Undertake any other duties as required by the SMT and Trustees.
- Support LIF commitment to equality and diversity and adhere to the staff charter.

Person Specification

JOB TITLE:	Communications, Information and Systems Officer
DATE:	September 2022

EXPERIENCE	Essential	Desirable
<ul style="list-style-type: none"> Excellent interpersonal, communication (written and oral) skills 	✓	
<ul style="list-style-type: none"> 2 years' experience supporting and extracting reports from customer relations management systems (CRM) within a charitable environment 	✓	
<ul style="list-style-type: none"> Proven experience of writing news articles and features for press and good understanding of different copy and style requirements for different audiences 	✓	
<ul style="list-style-type: none"> Problem solving and service improvement skills 	✓	
<ul style="list-style-type: none"> Knowledge of media production and communication 	✓	
<ul style="list-style-type: none"> To be thorough and pay attention to detail 	✓	
<ul style="list-style-type: none"> Good understanding of UK GDPR guidelines and ability to protect the security of LIF, our members and stakeholders' data 	✓	
<ul style="list-style-type: none"> Utilising customer service skills to work effectively with staff, volunteers and partners at all levels 	✓	
<ul style="list-style-type: none"> Proficiency in the use of IT systems including Word, Excel, Access, Zoom, Publisher, Adobe, Teams, OneDrive and WordPress/Squarespace/Other content management system 	✓	
<ul style="list-style-type: none"> Understanding and good practice in regard to recruitment and retention of membership 	✓	
<ul style="list-style-type: none"> Proven track record in devising and delivering projects 	✓	
<ul style="list-style-type: none"> Knowledge of UK GDPR 	✓	
<ul style="list-style-type: none"> Track record of working in general management, e.g., finance, HR, business administration 		✓

BEHAVIOURS	Essential	Desirable
Planning and organising	✓	
Performing under pressure	✓	
Adaptability to change	✓	
Team working	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	
Awareness of potential conflicts of interest	✓	