



VONNE
voluntary organisations' network north east

Communication and Events

Support Officer

Candidate Pack

November 2020

Contents:

- Welcome 03
- Job description 04
- Person specification 06
- Terms and conditions 07
- Recruitment timetable 08

Welcome

Dear potential applicant

I am pleased that you have enquired about the opportunity to become our Communications and Events Support Officer. This is a great opportunity for a well organised, versatile and proactive individual to work in a busy and varied role within a small and friendly team.

VONNE supports and promotes all charities, community groups and social enterprises in the North East. We have more than 1,200 members with further reach through our many networks. VONNE has a committed and experienced staff team of nine and has built a reputation for expertise and quality.

Communication is crucial to VONNE's work, both in terms of raising awareness of our own varied events and projects, but also in supporting our members to get the word out about their own activities in support of the wider VCSE sector in the North East. VONNE builds and maintains partnerships across and between the sector and its stakeholders and, as a result of Covid-19 and its impact, we have extended our work into a number of additional strategic areas.

The Communications and Events Support Officer will work with the Membership and Communications Support Officer to support the Marketing and Communications Manager, providing effective membership and communications delivery in support of this work.

This post is also available as a secondment. If you wish to discuss this, please contact Angela Goodfellow on 0191 233 2000 or by emailing recruitment@vonne.org.uk.

The closing date for applications is **noon on Thursday 3rd December 2020**, with interviews being held (virtually) on Monday 14th and Tuesday 15th December 2020. Please email any queries and/or your completed application form to recruitment@vonne.org.uk.



Carol Botten, CEO

Job description

Job Title	Communications and Events Support Officer
Hours Worked	Full time 37 hours per week
Contract	6 month fixed term contract
Salary	NJC Points 7-11 (£20,092-£21,748)
Responsible to	Communications and Marketing Manager

Summary

This post is an opportunity to develop and utilise a range of communications and marketing skills in a busy membership organisation. Active experience, shared learning and access to external courses will be provided to support learning, training and professional development.

Key emphasis

- To support VONNE's communications activities and events programme, as well as those of VONNE members.
- To support the development and delivery of communication systems and processes using a range of tools to aid in the delivery of VONNE's objectives.
- To contribute to ongoing system and process evaluation and improvements.

Key tasks

Communications

- Work with the Membership and Communications Support Officer to support the Marketing and Communications Manager and wider staff team in the identification and circulation of relevant information on and to the VCSE sector in the region via a range of formats.
- Work with the Membership and Communications Support Officer and Marketing and Communications Manager to update VONNE's databases, prepare and upload information onto VONNE's website, support production and dissemination of e-bulletins and help to manage VONNE's social media accounts.
- Support the marketing of VONNE services and products.
- Work with managers and project leads to support communications planning and delivery.

- Support the preparation and dissemination of surveys and feedback questionnaires to a range of stakeholders and prepare evaluation and monitoring reports.

Events

- Help organise, support and deliver events, event materials and evaluation reports.
- Attend events and other networking opportunities to promote VONNE as required.

Office and administrative systems

- Support office and administrative tasks where necessary, including providing practical assistance to staff.
- Provide practical assistance to other team members on office and administrative systems, including providing reception services as required.
- Undertake any other duties commensurate with the grade.

Person specification

Knowledge, Skills and Expertise

We are seeking an individual with strong organisational and communication skills who can manage competing priorities and work under their own initiative, whilst having the ability to work well remotely and within a small team environment.

Essential

- Excellent written and spoken communications skills.
- Experience working in a marketing, communications or events role.
- Excellent time management skills and the ability to prioritise activity.
- Experience within end to end event set up and support.
- Excellent interpersonal skills and the ability to work with a wide variety of stakeholders.
- Experience writing and editing online content.
- Good attention to detail.
- Experience using a range of communication tools.
- Experience managing social media accounts, in particular Twitter.
- Ability to work on own initiative whilst being a good team player.
- Highly IT literate with experience using appropriate communications technology, including MS Office, website content management and CRM systems.
- Supportive of VONNE's commitment to implementing equal opportunities and promoting diversity.

Desirable

- Experience working within a membership organisation.
- Experience working with the following technologies: CiviCRM system or other open source software platforms, Microsoft Teams, Drupal, Trello, Canva, Zoom and the Google suite of products.
- Knowledge of the voluntary sector and key stakeholders.

Principle Terms and Conditions

Job Title	Communications and Events Support Officer
Responsible to	Communications and Marketing Manager
Salary	This post is offered at NJC Points 7-11 (£20,092-£21,748). Standard of living increases will be awarded each year in line with local authority pay settlements. Following the probation period, salary scale increments will be awarded annually.
Contract	6 month fixed term contract.
Hours	37 hours per week. Usual working hours are Monday to Friday, 9am to 5pm. However, we operate a flexible system to allow for working patterns outside these hours to be accommodated, with agreement, according to need.
Notice	Notice to terminate employment is one month by either side (one week during the probationary period).
Annual leave	The full-time entitlement is 25 days plus Bank Holidays and the period between Christmas and New Year. Annual leave increases to 28 days with annual increments of one day for each full year of continuous service.
Pension	VONNE's pension provider is The People's Pension and VONNE is prepared to make an employer contribution to this or the post holder's personal pension scheme of 5% of salary, provided the staff member makes at least the minimum contribution as per auto-enrolment.
Location	VONNE's normal place of work is our office at 4 th Floor, MEA House, Ellison Place, Newcastle upon Tyne, NE1 8XS. However, during the pandemic, staff are working from home and some home working is likely to be accommodated once we are back to 'normal'. At that point, the role also requires that you may occasionally work at other locations (mainly in the North East) to attend meetings and events.
Expenses	VONNE will pay for travel and subsistence if an employee is requested to travel as part of their role (outside of commuting to work).
Health	VONNE staff are covered by the Simply Health Cash Plan scheme, through which employees can claim for visits to an optician, physiotherapist, chiropodist, emergency care from the dentist and more.

Recruitment timetable

Application deadline **Thursday 3rd December 2020 (Noon)**

Invites to interview **by Friday 11th December 2020**

Interview Date **Monday 14th and Tuesday 15th December 2020**

Please note that interviews will be held virtually.

We will always endeavour to contact all applicants following shortlisting. However, if you have not heard from us by Friday 11th December, then unfortunately your application has not been successful.