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| **Department:** | **Adults & Communities** |
| **Job Title:** | **Senior Support Officer** |
| **Grade:** | **9** |
| **Post Number:** | **965** |
| **Service/Section:** | **Audience Development / Communities & Wellbeing** |
| **Base/Location:** | County Hall |
| **Responsible To:** | Participation Manager |
| **Responsible For:** | Participation Team Assistant  |
| **Key Relationships/ Liaison with:** | Collections Team, Heritage Team, Communications Team, Community Groups, Suppliers, Heritage and Library networks, Funders, Working group and Board Members, Business Intelligence Team, Financial Analysis and Information Team. |
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| **Job Purpose** |
| * **To co-ordinate the delivery of the Audience Participation Team programme**
* **To manage relationships with partners, participants and suppliers**
* **To undertake financial monitoring and reporting**
* **To develop and deliver the Participation communications strategy**
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| **Main Duties and Responsibilities** |
| **1.** | Support managers with development of documentation, reports, organisation of meetings and events, correspondence |
| **2.** | Manage the day to day relationships with internal and external partners**,** stakeholders,suppliers, and participants |
| **3.** | Oversee the development and execution of social media initiatives, encompassing both strategy and content selection. Analyse and report on the data around social media channels overall as well as individual initiatives. Monitor and report on social media figures. |
| **4.** | Responsible for the management and development of the Culture Leicestershire website and digital work, acting as key liaison for the internal and external web teams. Monitor and report on website figures. |
| **5.** | Co-ordinate community displays and exhibitions and manage touring exhibitions |
| **6.** | Co-ordinate and collate all evaluation material and present the data in forms appropriate to a range of diverse audiences |
| **7.** |  Monitor and manage the participation team budget and external funding, to encompass the preparation of reports, drawdowns, forecasting, end of year processes and identifying and finding resolution to any financial issues which may arise. |
| **8.** | Manage multiple and concurrent communications plans for activities and projects for the team, including press releases, marketing and promotion, design of exhibitions etc involving LCC Comms Team where appropriate |
| **9.** | Identifies potential commercial opportunities with customers and suppliers |
| **10.** | Mandatory Responsibility for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies. |
| **11** | Build new processes and information management infrastructure according to emerging need and provide training to team members to support them in its use |
| **12** | Manage the Participation Team Assistant to best support the work of the team including developing and guiding their work streams and managing priorities across projects and between staff |

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| **Special Factors** |
| The nature of the job may involve the post holder to work outside normal working hours. |
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| This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job. |
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| Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate. |
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| **Date Prepared/Revised: 3 Dec 2024** |





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|  | **Essential** | **Desirable** | **How assessed** |
| **Qualifications**Level 3 qualification plus post-qualification experience*Level 4 qualification* |  |  | Doc/Int |
| **Experience*** Experience of working with internal and external partners**, stakeholders,** suppliers, and participants
* Experience of working in a community, culture or heritage environment
* Multi-agency / partnership working
* Experience of managing and monitoring budgets, working with complex excel spreadsheets and online budgeting software
* Experience in website management and delivery
* Experience in the professional use of social media channel
* Experience in managing staff and training staff and colleagues
 |  |  | App/Int |
| **Knowledge*** Knowledge of relationship potential between local heritage and community groups
* Knowledge of social media and digital formats of documentation
* An interest in museums and heritage
* Knowledge of effective community engagement
 |  |  | App/Int |
| **Skills and Competencies*** Takes responsibility for managing their own work to deliver objectives to
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| agreed priorities* Ensures that information is stored appropriately in an accessible and consistent format
* IT Skills including word press, social media publishing and current MS Office packages
* Understands and responds to needs and expectations of participants from diverse backgrounds
* Ability to interpret financial information and budget management skills
* Relevant experience of complex information management, quantitative and qualitative data evaluation and interpretation and reporting
* Produces clear and concise written communication
* Excellent oral and written presentation skills
* Resolves problems at the earliest/most appropriate stage
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| **Other Requirements**An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations. |  |  | App/Int |
| Must be able to perform all duties and tasks with reasonable adjustment, whereappropriate, in accordance with the provisions of the Equality Act 2010 |  | Med |
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| **Key:****App = Application Form Test = Test****Int = Interview** | **Pre = Presentation****Med = Medical Questionnaire****Dc = Documentary Evidence (E.g., Certificates)** |