

JOB DESCRIPTION

Role: Hub Support Co-ordinator – Communications

Reports to: Operations Manager

Reference: SEMN008a
Duration: 31st March 2027 Fixed Term Contract
Salary: £36,648-£42,200 - Grade 10
Location: Home Based

Job Purpose

To support the delivery of activities across the Greater South East Net Zero Hub. The post-holder will be responsible, on a day-to-day basis, for the overall administration of the Hub's operational processes for the Net Zero Team, Communications, Governance and Data teams as well as liaising with support functions such as Procurement, HR, Finance and Legal.

The role-holder will support the Operations Manager by utilising a range of channels to improve the understanding of the Net Zero Hubs' role and priorities working closely with key stakeholders, including the other Support Coordinator for Net Zero, programme and project managers and the wider hub team.

The role-holder will gather insights to inform media and digital campaigns, internal communications and stakeholder engagement.

The role-holder will support the smooth and integrated running of Hub teams by co-ordinating diaries and activities with stakeholders that are shared across the teams and act as secretariat for internal and external meetings.

Key Responsibilities

- Provide support to the Operations Manager with the coordination of Communications across all Hub teams, Governance and Data activities of the Hub as well as liaising with support functions such as Procurement, HR, Finance and Legal;
- Lead, with input from the Head of Operations, the implementation of a Communications Plan for the GSE Net Zero Hub;
- Lead on the customer relationship management framework for the Hub and website administration
- Liaise with relevant local media and communications officers; facilitate press releases, as required; assist in the production of marketing materials and leverage technology and social media channels; develop creative, compelling content to expand audience reach; develop and collate a repository of photos and materials to promote the Hub;

- Promote the objectives and ambitions of the Hub team across local authorities, government agencies, private and third sector organisations, industry bodies and universities and colleges as appropriate, using a variety of communication channels;
- Actively support the Data and Information Manager with the storage, management and accessibility of data and information relating to the work of the Hub;
- Support the Strategic Stakeholder Manager in the organisation and administration of stakeholder engagement activities to maximum effect, to minimise repetition of meetings and stakeholder fatigue across the Hub geography;
- Work closely with the other Support Co-ordinator (net zero) to cascade information and coordinate activities.
- Support the diary management of Hub teams and act as secretary to the Operations Manager;
- Ensure all minutes and actions of key Senior Management meetings are captured effectively and that a record of agreed actions and supporting documents are maintained and correctly filed;
- Be responsible for the administration of internal and external meetings, ensuring that the agendas follow are circulated in good time, and that all papers are prepared, formatted and distributed in a timely manner;
- Provide comprehensive minutes of all internal and external committee meetings, capturing challenge, ideas and the actions which arise from all meeting (with separate confidential minute as required);
- Support the reporting of key performance indicators.

Key working relationships

- Operations Manager
- Data and Information Manager
- Strategic Stakeholder Manager
- Net Zero Hub Senior Management Team
- Net Zero & Energy Efficiency Project Managers
- Local Enterprise Partnership Communications Leads
- Relevant press and communications officers as appropriate
- Other relevant stakeholders in the Net Zero Hub area

Person Specification

KNOWLEDGE & EXPERIENCE

Essential

- Strong organisational ability, capable of completing tasks and actions efficiently and effectively
- Excellent verbal and written communication skills, and experience of marketing and communications activities
- Excellent interpersonal skills – confident in liaising with a variety of stakeholders, taking messages where necessary and disseminating to the appropriate team member accordingly
- Minimum of 2 years of experience gained in an administrative role or similar
- Previous experience of minute-taking
- Genuine interest in energy and sustainability
- Excellent IT skills, including Microsoft Office applications
- Take pride in delivering high quality output within ambitious timeframes
- Understand the importance and value of teamwork whilst being comfortable working autonomously
- Self-motivated with a willingness to succeed
- Have excellent attention to detail including proof reading skills

Desirable

- Previous experience of working within the public sector/ or energy sector
- Experience in WordPress or website development

Person Specification

Behaviours

- The post-holder is expected to maintain the highest level of confidentiality and discretion at all times during the course of their work.
- The post-holder must comply with the Council's Health and Safety requirements.
- The post-holder must effectively manage one's own workload and can be contacted on the telephone, at all times, during working hours. As the first point of contact for the Hub, this is key.
- The post-holder may be required to work from a variety of locations within the Greater South East Hub area including Cambridgeshire & Peterborough region.
- Take pride in delivering high quality output within ambitious time frames;
- Understand the importance and value of teamwork whilst being comfortable working autonomously;
- Friendly and open personality;
- Self-motivated with a willingness to succeed.