

Job Description

Job title:	Communications and Engagement Coordinator
Grade:	E
Hours of work:	37
Responsible to:	Communications Manager
Responsible for	
Direct reports:	N/A
Indirect reports:	N/A
Budget:	N/A

Purpose of Post:

To support the delivery of the council's communications and engagement activities, helping to ensure residents and communities are at the heart of decision-making. The postholder will coordinate day-to-day engagement projects, assist with creating communications materials, and help manage the council's engagement channels. This role will work closely with colleagues across the council and external partners to support inclusive, accessible, and effective communications and engagement.

Key Deliverables:

Support the planning and coordination of engagement activities, including surveys, workshops, forums, and digital engagement.

Assist in producing clear, accessible promotional and communications materials to encourage community participation.

Help maintain the council's digital engagement platform, ensuring information is accurate and up to date.

Provide administrative and logistical support for engagement events, meetings, and community sessions.

Gather and collate feedback from engagement activities, helping to prepare reports and summaries for colleagues and decision-makers.

Build positive working relationships with internal teams, community groups, and residents to support inclusive engagement.

Work collaboratively with the Communications Team to ensure consistent messaging across channels.

Support the monitoring of engagement outcomes, helping track participation and identifying key themes.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	Degree or equivalent level of experience (E) Knowledge of a wide range of communications, marketing and engagement tools and media (E) Chartered Institute of Public Relations (CIPR) membership (D)
Experience Experience the person would need to do the job (E) Essential (D) Desirable	Experience of working in a communications, engagement, or customer-facing role. (E) Experience of supporting projects or activities that involve multiple stakeholders. (E) Ability to produce clear, accurate written materials. (E) Creating engaging digital and social media content across platforms (E) Experience updating and maintaining websites or digital engagement platforms. (E) Experience supporting engagement activities such as surveys, events, or workshops. (D) Familiarity with web content management systems (CMS) and digital accessibility standards. (D) Managing media relations, including drafting press materials and responding to enquiries (D) Knowledge of working in a local government or public sector environment. (D)
Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	Strong organisational skills and ability to manage competing priorities. (E) Relationship building and stakeholder engagement (E) Working effectively across all organisational levels (E)

	Managing deadlines and competing priorities (E) Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook) (E) Creating and editing high-quality content (E) Flexible and adaptable approach to work. (E) Confidence in presenting or facilitating group sessions.(D) Ability to analyse data and summarise findings. (D) Ability to create and edit engaging online content, including text, images, and video. (D) Confidence in using digital tools to support communication and engagement. (D) Ability to exercise political judgement (D)
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	Provide support and coordination to ensure engagement activities run smoothly. Contribute to the quality and consistency of council communications and engagement. Help maintain the council's reputation through positive and effective interactions with the public.
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Internal (50%): Colleagues across all services, managers, and project leads. External (50%): Residents, community groups, local organisations, businesses, and Members.

Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Be a good team worker demonstrating loyalty and commitment to the organisation and team members (E) Strong commitment to excellent customer service and community engagement. (E) Team player with a positive, proactive attitude. (E) Reliable and organised, with attention to detail. (E) Commitment to equality, diversity, and inclusion. (E) Willing to travel and occasionally work unsocial hours. (E)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults



Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children