

Job Title: Communications and Support Officer

Status: Part time (3 days/22.5 hours per week). Some evening and weekend work may be required.

Location: Sport Wales National Centre, Cardiff (Covid-19 dependent)/Home based

Reporting: TTW Chief Executive Officer

Remuneration: £11,500 per annum

Job Purpose

To raise the profile of Table Tennis Wales (TTW) and improve awareness of the positive impact of the work carried out by the organisation. Support the core team with the delivery of their programmes.

Key Responsibilities

Website

- Deliver the day-to-day running of the TTW website
- Ensure all the core content is up-to date both in terms of current news and generic content, in liaison with other team members and external clubs/leagues
- Draft press releases to promote key work

Social media

- Monitor and develop TTW's social media channels on a day-to-day basis, reflecting key content relevant to TTW's work and Welsh clubs/leagues news
- Maximise opportunities to create engaging content and campaigns to raise the profile and awareness of TTW's work and use this to connect with new audiences, partners, stakeholders, or players.
- Provide out of office hours social media cover to events and key initiatives.



Multimedia content

- Generate graphics and imagery to ensure TTW's digital channels are informative and engaging
- Delivering news stories and features for the website and other direct communications, including e-newsletters, blogs etc

Membership/Core team support

- Manage all general queries and build effective communications with clubs and leagues across Wales
- Support players and clubs/leagues to use the TTW/Sport80 online membership system, including reconciling membership payments
- Assist the core team with the promotion and entry of TTW events

This list is not to be regarded as exhaustive and there may be other duties and requirements associated with the post which Table Tennis Wales may ask the post-holder to perform from time-to-time.

Person Specification

Technical Skills

Essential

- Educated to degree level or equivalent
- An eye for detail and the ability create high quality copy
- Relevant experience of working with digital communications
- Experience of day-to-day running of multiple social media platforms and an ability to ensure consistency across all communications
- Excellent written and oral communications
- Creativity and imagination – the ability to translate an idea into a reality
- Excellent interpersonal skills and the ability to build a rapport with internal and external colleagues
- Ability to work autonomously and organise and prioritise tasks

Desirable

- Experience of managing websites through a Content Management System
- Experience of using CRM/membership systems
- Experience of internal and external communications campaigns
- Good IT skills and working knowledge of Microsoft Office
- Excellent written and spoken English
- Strong organisational and administrative skills

Role-related Competencies

Communication: Effectively provides communication in a clear and professional way, both written and verbal.
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Job Knowledge: Demonstrates a thorough knowledge and understanding of the position and actively seeks to enhance job knowledge and skills.
Growth mindset: Demonstrates the ability to learn and adapt to changing environments and a flexible approach to problem solving.
Leadership: Exhibits the highest standard of professional skills to complete goals and objectives. Accepts responsibility for progress in area of responsibility.
Personal development: Demonstrates commitment to professional improvement using reflective practice and attending related seminars/learning opportunities.
Collaboration: Work effectively with others internally and externally and promote a positive team environment.
Quality of work: Achieves an acceptable level of outputs in a timely and accurate manner. Overcomes challenges and barriers to accomplish performance objectives.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.
We are committed to inclusion and embrace the spirit of all equality legislation. Where possible we will always make reasonable adjustments for accessibility to anyone who requires it.