



## Job Description

<b>Job Title:</b>	Hub Marketing Officer
<b>Responsible to:</b>	Communications Manager.
<b>Strategic relationships:</b>	VCSE organisations, Community organisations and residents, Senior Managers and strategic partners.
<b>Hours of work:</b>	Part time - 22 hours per week, plus additional hours as necessary, although this is not expected to be excessive
<b>Purpose of the Post:</b>	To support the marketing and promotion of the HIVE Hub initiatives with VCSE sector organisations and local communities within the city. You will ensure access to the HUB on a daily basis and promote the offer to VCSE organisations at a local level to build local connections, champion collaboration, learning and sharing within the sector.
<b>Salary:</b>	£25,000 pro rata (£14,864 actual)

**This post is subject to a satisfactory DBS check at a basic level.**

## Duties and responsibilities

### 1. Administration

- To manage appropriate access and bookings of the Hub space with VCSE organisations.
- To ensure relevant data/information is maintained within the Hub website and CRM in order to support the engagement with the Hubs and inform development.
- To produce updates and reports for the SMT and HIVE Trustee Board with clear progress against targets as required.
- To develop and maintain a programme of training events and development opportunities to be delivered from the Hubs.

### 2. Marketing



- To actively market the Hub spaces to local VCSE organisations to increase usage and maximise income to ensure long term financial sustainability
- To produce appropriate marketing materials as required.
- To set up and manage the content for social media promotion of the Hubs

### **3. Sector Engagement**

- To horizon scan potential opportunities for VCSE sector organisations to use the Hubs
- To build awareness of the Hub offer across the city and identify gaps in provision
- To facilitate partnerships between VCSE organisations and wider partners
- To promote funding and development opportunities to the VCSE sector

### **4. Health and Safety**

- To ensure routine health and safety checks are completed and documented accurately across Hub premises as required.
- To maintain appropriate accident records and reports as required.
- To maintain accurate health and safety records as required.

### **5. General**

- To carry out all tasks and duties that may be assigned by Hive Portsmouth.
- To comply with all policies, procedures and governing documents.
- To maintain all systems in line with the General Data Protection Regulation (GDPR) and all relevant data protection legislation.
- To work proactively to ensure environmental sustainability of all operations.
- To work in effective collaboration with all staff of the Hive Portsmouth embracing a 'one team culture'.
- To attend all relevant meetings, preparing papers and reports as and when required.
- To provide cover for the helpdesk and helpline as and when required.



- To deal with customer feedback, whether positive or negative, in a courteous, efficient and timely manner.
- To portray a positive image, both internally and externally of Hive Portsmouth by displaying high standards of service, integrity, punctuality, politeness and professionalism.

HIVE Portsmouth brings people together to build a happier, healthier and more connected city

HIVE Portsmouth is a registered charity in England and Wales (1189067) and a company limited by guarantee registered in England and Wales (12064936)

