Job Description

JOB TITLE: Digital & Operations Assistant

EMPLOYER: Community People

RESPONSIBLE TO: Chief Executive Officer

HOURS: 16 hours per week – minimum 3 days per week

SALARY: £24,570 pa FTE – actual salary £10,588 pa for 16 hours a week

CONTRACT: Fixed term for 12 months

LOCATION: The Cherry Tree Centre, Burgess Hill RH15 8QB, No 34 America Lane, Haywards Heath RH16 3QB, homeworking, and travel required across Mid Sussex

The impact you will make:

As the Digital & Operations Assistant you will play an important role in achieving our vision of strong and connected communities across Sussex. You will create impact by providing engaging digital and printed communications for our members, publicising room hire availability at our Community Hubs, supporting our events and maintaining our volunteering database.

You will coordinate and take notes at various internal and external meetings, support with the design and presentation of reports and collaborate with the team to streamline our operations.

This is a new and integral role within Community People and a comprehensive learning and development programme will be provided for the post holder.

Key responsibilities include:

Communications & Marketing

- Update the Community People website
- Contribute to our monthly e-bulletin
- Write and schedule social media posts across various platforms
- Design printed materials to advertise Community People events and activities
- Distribute printed materials across our Community Hubs and to local partners including local retailers, Town & Parish Councils
- Contribute to Community People content for online and in print (including web stories, press releases and event programmes)
- Maintain the Community People brand

- Assist with creative strategies to boost Community People's online presence on social media - including expansion on to new platforms and the use of AI
- Assist with planning and delivery of online and in-person events

Operations

- Maintain stakeholder lists and update internal databases
- Oversee shared email inboxes and calendars
- Organise and support internal team meetings (scheduling, agendas, note-taking, action tracking
- Assist with routine team activities and larger projects as needed
- Provide support in processing invoices and expense claims, maintaining accurate and up-to-date financial records, and assisting with other finance-related tasks as needed
- Support office logistics, including deliveries and signage updates
- Contribute to routine team activities and development projects

To be successful in this post you will have:

- Strong IT skills, including Microsoft Office, CRM systems, Canva, social media platforms. Training will be provided as part of the induction process and ongoing
- Experience in a similar role, working effectively with diverse communities
- Self-motivated, able to work independently and manage time well
- Strong organisational skills, with the ability to prioritise tasks and a high attention to detail
- Clear and effective communication, both written and verbal
- Creative problem-solver with initiative to improve processes
- Excellent interpersonal skills, building strong relationships at all levels
- Professional integrity and ability to maintain confidentiality
- Team player with a flexible, proactive and positive attitude
- Commitment to equality, diversity and inclusion

Person Specification

Essential		Desirable
Qualifications **Educational/** **Professional**	Educated to 'A' Level/NVQ or equivalent	Experience of working in a hybrid office/working from home environment
Experience (not all gathered at the same time)	Social media coordination Designing engaging and accessible communication materials/campaigns Experience of organising and facilitating events Leading or coordinating projects	Working in or with voluntary sector organisations Experience of using AI in a working environment
Skills, Abilities and Personal Attributes	Able to communicate effectively and sensitively with people from a range of diverse backgrounds Good problem solver Proactive, organised, and methodical, able to manage competing priorities and consistently meet deadlines Able to produce verbal and written updates on time and to a high standard Able to work on own initiative and as part of a team Confident using social media, updating websites, providing digital analytics to track trends and spot opportunities	Confident with preparing and delivering presentations as required

End.