

Index	031/DMC/MCD
Post Title	Marketing & Communications Coordinator
Division	Marketing & Commercial Development
Section	Marketing
Location	Company HQ

Responsible to	Marketing Manager
Responsible for	N/A

Job Purpose

- 1 To support the Marketing & Communications function in the planning, delivery, and reporting of marketing and communications activity. The post holder will coordinate content planning across social media and other channels, working closely with colleagues and stakeholders to deliver engaging, consistent, and effective communications that support organisational objectives.

Operational Responsibilities

- 2 Coordinate the weekly content meeting with content champions, the Marketing Manager, content creator, and design colleagues, ensuring clear actions and follow-up.
- 3 Manage the social media content calendar, sourcing content from across the organisation, drafting posts, and scheduling for maximum reach and engagement.
- 4 Act as a key point of contact for colleagues across the organisation, promoting the role of the Marketing & Communications team as a supportive and solutions-focused department, ensuring positive working relationships and a reputation for adding value.
- 5 Respond to follower comments and direct messages across all social media channels in a timely manner in line with the organisations style and tone of voice.
- 6 Support the Marketing Manager in delivering campaigns, including social media, email, and other communication channels
- 7 Work with the Senior Communications Executive to ensure consistent dissemination of key messages across channels.
- 8 Support with the creation and coordination of email campaigns, newsletters, and stakeholder communications.
- 9 Deliver monthly reports on social media, and adhoc reporting on campaign performance, highlighting insights and areas for improvement.
- 10 Liaise with internal stakeholders to gather stories, case studies, and content for use across platforms.
- 11 Provide support for video, photo, and digital asset creation in collaboration with content and design colleagues, and 3rd parties.

Methods of Working Expectations

The post holder will be expected to:

- 10 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective teamwork with partners, stakeholders and colleagues.
- 11 Be expected to exhibit the highest standards of professional behavior, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 12 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 13 Use company IT and management systems in line with policies, ensuring confidentiality and compliance with data protection guidelines.

General Responsibilities

- 14 Ensure the effective management and utilisation of the financial resources, in line with the Companies financial regulations
- 15 Be aware of and committed to the equal opportunities' principles and practices of the company.
- 16 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.
- 17 Undertake appropriate training associated with the duties of the post.

General Conditions

- 18 The full-time working week is 37.5 hours. A flexible approach to working is required [a time off in lieu (T.O.I.L) system is in operation].
- 19 A car mileage user allowance is payable [If using your vehicle for work purposes you must have insurance for business use].
- 20 The Company operates a no-smoking policy.
- 21 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by:	Lauren O'Neill – Head of Marketing & Commercial Development	Oct 2025
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	Oct 2025
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