KIDDERMINSTER TOWN COUNCIL

JOB DESCRIPTION

Job Title: Operations Parks Commercial and Community Officer	**Hours:**37 hours per week (any 4&5 day working patterns apply from any 7 days)
Salary: £30,060 - £33,143	**Location:** Unit 2, Forest Park, Crosbie Grove, Silverwood's, Kidderminster Unit 2
Contract: Fixed, Full Time (37 hours)	

Purpose of job:

As the Council continues to expand its asset base and raise its public profile, this role is central to bridging the gap between internal operations and the wider community. The Parks Commercial and Community Officer will be instrumental in empowering local groups, securing financial resources, and enhancing the delivery of services across the Council's programmes. The postholder will take a lead role in delivering externally funded projects, such as those supported by the Heritage Lottery Fund (HLF), using expertise in public engagement to foster a strong civic identity, encourage participation, and strengthen community connections with the Council's work. By acting as a key liaison between the Council and its diverse stakeholders, this position ensures that initiatives are accessible, inclusive, and impactful. The role will also be responsible for identifying and developing sustainable income-generating opportunities across the Council's parks, including events, partnerships, and the effective use of concessions and external vendors.

Job Description:

Community Liaison

- Provide ongoing support to "Friends of" groups and other community organisations.
- Build and maintain strong relationships with community stakeholders to facilitate participation and collaboration.

Events & Activities

- Plan, organise, and promote community events and activities.
- Deliver programmes funded by external sources, including HLF initiatives, ensuring they meet strategic objectives and community needs.

Fundraising

- Identify opportunities for external funding and write persuasive grant applications to secure financial support.
- Lead on income generation initiatives to strengthen the sustainability of Council projects.

Communication

- Manage social media accounts to enhance engagement and promote events and initiatives.
- Assist with internal reporting and the preparation of materials for publication in collaboration with the Operational Services Manager.

Public Engagement

- Act as a central point of contact for community queries, including email correspondence and enquiry triage.
- Encourage community participation and foster positive relationships with residents and stakeholders.

Project Support

- Provide logistical and administrative support for events, community activities, and funded programmes.
- Monitor project delivery to ensure objectives are met efficiently and effectively.

Health & Safety

- Take personal responsibility for maintaining high standards of work.
- Assist in the development of risk assessments, in consultation with the Technical Support Officer, ensuring compliance with health and safety regulations and best practices.

Training

- Participate in designated training sessions, some of which may be mandatory, and may take place outside normal working hours or at other locations as required.

Customer Service

- Always ensure excellent customer service, promoting a welcoming and supportive environment for all stakeholders.

General Responsibilities

- The job description is not exhaustive and is subject to change.
- The postholder may be reasonably required to undertake duties beyond those specified to meet the Council’s operational needs.