

Welcoming and inclusive, Bristol Temple Quarter is a place built on partnerships.

JOB DESCRIPTION

JOB TITLE:	Communications and Engagement Officer
MANAGED BY:	Head of Communication and Engagement
GRADE:	8

BACKGROUND

The Bristol Temple Quarter Limited Liability Partnership (BTQLLP) is seeking to appoint a Communications & Engagement Officer to join the team helping to shape the future of Bristol Temple Quarter, to create a place people want to live, work and spend time.

Bristol Temple Quarter (BTQ) is one of the UK's largest regeneration programmes. It is a partnership between the West of England Mayoral Combined Authority (MCA), Bristol City Council, Homes England, and Network Rail. The four public sector organisations have a shared vision to deliver new homes, jobs and opportunities for Bristol and the West of England.

The BTQLLP was incorporated in March 2024 to project manage the delivery of new homes and commercial space on key public sector owned sites near Bristol Temple Meads station, working with the programme partners, developers, key stakeholders, businesses, and the local community. The Communications & Engagement Officer will play a key role in the team to help make the partners' ambitions a reality.

This role is initially offered as a fixed term contract up to June 2026. As a part of our partnership, the successful candidate will be employed by the MCA but immediately seconded to work directly on BTQ as part of the LLP team. As a result, you will enjoy the same benefits and terms and conditions as MCA employees.

Led by the regional Metro Mayor, the West of England Mayoral Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region; in the last year nearly three quarters of a billion pounds of new investment has been secured.

Come and help shape the future of the West of England, a place so many people are proud to call home.

OUR TEAM MISSION

Our mission is to work in partnership to deliver the ambitious regeneration vision for Bristol Temple Quarter.

In the face of complex challenges and high expectations, we will remain agile, hard-working and motivated to create a place Bristol and the West of England is proud of, with affordable homes and amazing public realm everyone can enjoy.

We are an inclusive, trustworthy and committed team using our diverse skills and innovative approaches to build new communities and workspaces.

THE ROLE

Reporting to the Head of Communications & Engagement for the BTQLLP, the Communications & Engagement Officer will:

- Be a key player in supporting the LLP's external presence, helping to deliver a broad spectrum of communications, including marketing, media relations, copywriting and social media.
- Be self-sufficient and able to work in a multi-faceted, fast-paced start-up environment.
- Demonstrate an ability to handle multiple, often competing, priorities and apply excellent attention to detail in the work done.

KEY RESPONSIBILITIES

1. Ensure delivery of a broad spectrum of communications disciplines (including marketing, media relations, copywriting and social media)
2. Write, edit and proofread external communications and marketing material for use across different channels.
3. Provide qualified communications advice and reputational management expertise to colleagues and partners.
4. Manage and maintain a proactive content calendar for BTQ channels, including the BTQ newsletter, social media accounts and website
5. Support with monitoring and evaluating external communication campaigns, media coverage and social media.
6. Produce inclusive and accessible communications and promote good equalities practice and value diversity across the organisation.
7. Coordinate with internal colleagues and colleagues from the BTQ partners, for example Homes England, to produce marketing and promotional material for campaigns and marketing.
8. Support the coordination of drafting of media releases, selling in of news stories, and facilitation of media calls and interviews where appropriate.
9. Support public engagement activities including drop-in events, consultation surveys and online engagement, and preparation of collateral for events.
10. Keep informed of advances in communications innovation, best practice, and new techniques, so the BTQLLP communications team produces fresh and contemporary work.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

1. Degree or relevant equivalent sector or vocational qualification and/or experience of working in a marketing or communications role.
2. Able to demonstrate knowledge and/or experience of equalities and diversity issues.
3. Have a working knowledge of Microsoft Office 365 applications including the following: Outlook, Word, Excel, Edge, Teams and SharePoint, and have a willingness to learn new applications and technology as appropriate.
4. An understanding of political sensitivities and experience of partnership working.

Experience

1. Experience of using a broad spectrum of communications and marketing disciplines (including copywriting, media relations and social media).
2. Experience of public engagement activities, such as drop-in events, surveys and online engagement activity.

Skills and Competencies

1. Demonstrate good verbal and written communications skills, including the ability to write concisely, accurately and in an engaging way for a variety of audiences AND the ability to converse with citizens and provide complex information in accurate spoken English, or through a BSL interpreter.
2. Experience of design and using design tools, for example Canva and/or experience using video editing software.
3. Ability to create, edit, proof and present information effectively in different formats.
4. Practical skill in devising, developing, and delivering communication and marketing plans to meet project outcomes and timescales.
5. Good interpersonal skills with the ability to build good relationships.

DESIRABLE

1. Proven ability to research, monitor and evaluate marketing and communication activity in order to seek continual improvement.
2. Experience relevant to particular discipline of the role (e.g. engagement or external communications) and a track record of delivering priority campaigns.
3. Experience and/or understanding of formal market research techniques and/or statistical interpretation and analysis and/or presentation techniques.

MCA REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

The BTQ Team are based at the MCA in a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

THE MCA PAY THE LIVING WAGE



We're proud to have been accredited as a Living Wage Employer. Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.84 – higher than the government minimum for over 21s, currently £11.44 per hour.

Find out more here: <https://www.livingwage.org.uk/>

THE MCA ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER



We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

Find out more about the charter here: <https://www.goodemploymentcharter.co.uk/>