## **Communication, Technology & Media Director**

## **Core Responsibilities**

### **Technology Oversight**

* Manage all technology platforms and tools used by Haven Hub CLG, including but not limited to CRM systems, LMS platforms, Google Workspace, Microsoft products, and other relevant software.
* Ensure the organisation’s technology systems are up-to-date, secure, and fit for purpose in supporting the charity's operations and communications.

### **Social Media Management**

* Oversee and manage all social media platforms operated by Haven Hub CLG.
* Lead the social media team, ensuring that content is timely, appropriate, and aligned with the organisation's mission.
* Monitor incoming queries across all social channels, and ensure they are redirected to the appropriate committee member or volunteer for action.
* During Haven Hub CLGs opening hours, ensure on-duty volunteers are actively monitoring Meta Business Suite and that social media content is being posted effectively.

### **Media Relations & Public Engagement**

* Prepare and distribute press releases with prior approval from the committee.
* Cultivate relationships with media outlets and relevant external organisations, prioritising visibility and reputation of Haven Hub CLG.
* Support the Chairperson in preparing for live interviews and other public-facing communications.
* Advise the Board of potential public relations risks or negative consequences arising from decisions.

### **Complaints Handling & PR Risk Management**

* Act as the primary point of contact for handling complaints received by the organisation.
* Where a conflict of interest arises, delegate complaint handling to another Director to ensure impartiality and fairness.

### **Volunteer Coordination (Social Media Team)**

* Interview and assess prospective volunteers who apply to join the social media team, as required.

## **Operational Commitments**

* Complete all mandatory volunteer training (e.g., Induction, QPR, MAPA, Child First).
* Provide a report at each Board meeting outlining key updates and progress in your role.
* Attend at least 70% of committee meetings.

## **Legal Duties**

* Ensure that Haven Hub CLG is fulfilling its charitable purposes for the public benefit.
* Comply with the organisation’s Governing Document and charity regulations.
* Maintain accountability and legal compliance in all actions and decisions.
* Manage resources, including communication channels and public engagement strategies, responsibly.
* Act in the best interest of Haven Hub CLG at all times.
* Carry out duties with reasonable care, diligence, and professional skill.

**Essential Skills and Experience**

* Proven ability to dedicate sufficient time for Board responsibilities and regular attendance at meetings.
* Strong understanding of governance standards, including compliance with the Charities Regulator’s Governance Code and internal controls.
* Demonstrated strategic thinking and the ability to align media and communication strategies with organisational goals.
* Strong knowledge of communication platforms and digital tools, with an ability to lead tech-related decisions.
* Excellent interpersonal, leadership, and problem-solving skills.
* Experience in public relations, digital communications, or media management is highly desirable.