#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Community Relations Officer

**Job Number:** X-418 | VIP: 1723

**Band:** EXEMPT- 5

**Department:** External Relations & Development

**Supervisor Title:** Senior Manager, Community & External Relations

**Last Reviewed:**  December 15, 2022

#### **Job Purpose:**

The Community Relations Officer works closely with other colleagues of the External Relations & Development portfolio, as well as colleagues from various university departments in developing and implementing community and Indigenous engagement programs, including key university events. In particular, the Community Relations Officer provides administrative support to the department, including budget tracking and maintaining robust and accurate contact lists. Working closely with other relevant university departments, this position is also responsible for the planning, management and evaluation of engagement activities and events.

This position provides communications support to the department, including drafting social media, daily news stories and press releases, speaking notes, and website content.

#### Key Activities:

##### Community & Indigenous Relations

1. Develop and manage Community Leadership Award recognition program, develop, and coordinate appropriate supports for community volunteers.
2. Working closely with the Development Team and other representatives from various university departments, develop, update, and manage the list of community leaders, First Nations and elected officials.
3. Coordinating activities with internal constituents and external suppliers as required for design, installation, and maintenance of signage and plaques for recognition and education.
4. Coordinate with the President’s Office, the Vice-President, External Relations & Development, senior volunteers, and other key individuals regarding the scheduling of community meetings and presentations, contacts and events; and prepare briefing notes as required.
5. Assist Communications Officer with identifying community impact stories to be highlighted.
6. Manage and support all aspects of key university events, including National Day for Truth & Reconciliation, Elders & Traditional Peoples Gathering, Head of the Trent/Homecoming, Trent Lands Plan engagement, United Way Campaign, community orientation activities, official visits, etc.
7. With guidance from the Senior Manager, schedule meetings, prepare agendas, take minutes, and ensure relevant follow up for key meetings with Elders Council, Land Consultation Officers, City/County Liaison committees and others as required.
8. Support the Convocation manager in the planning, implementation, and reporting on convocation, including attending and on-site support during ceremonies.
9. Other duties as assigned.

##### Communication Support

1. Guided by the Senior Manager, develop and manage annual engagement and communications plans including in-person opportunities and draft communications content for Trent Matters and Trent Lands Plan newsletter content, Community Report, social media, community volunteer profiles, press releases, event briefs and speaking notes.
2. Contribute to the development of the budgets and operate within that budget, closely monitoring expenses.
3. Participate in overall planning and evaluation of the External Relations & Development portfolio operating plan as it applies to Community and Indigenous Relations, policies, and procedures, etc.

##### Managerial Responsibility

1. Work in progress meetings with Senior Manager.
2. Hire, train and supervise student interns and student employees.
3. Remain abreast of, and implement, best practices in engagement, outreach, and event management.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* Minimum four years’ experience in events, public relations, Indigenous relations and/or related fields.
* A familiarity with Indigenous cultural protocols, or a willingness to engage is an asset.
* Demonstrated knowledge and ability to develop, execute and/or support complex communications initiatives.
* Demonstrated ability to interact comfortably, tactfully, and effectively with donors and volunteers, varied internal and external constituencies, government and local leaders, Indigenous leaders and community members, and a wide range of stakeholders.
* Adept at problem solving and excellent judgement in situations requiring initiative and tact.
* Proven skills and ability to manage multi-phase projects from inception to completion.
* Excellent organizational, interpersonal, verbal, and written communication skills.
* Experienced in handling sensitive and confidential situations and issues.
* Demonstrated ability to work independently and as part of a team.
* Detail-oriented, well-organized, focused and goal-oriented, with both initiative and energy.
* Proficiency with MS Office (Word, Excel), Raiser’s Edge or equivalent fundraising database, internet research.
* Flexibility to work occasional evenings and weekends on occasion as required.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Analytical reasoning is applied to program management, including planning and budget management, staffing, allocations and fund reconciliation, and special project management (Elders Gathering, Head of the Trent, etc.)
* Judgment and experience in negotiating and working with suppliers, vendors, and external organizations.
* Sound judgement decisions regarding interactions with key internal and external rights holders and stakeholders.
* Judgment in bringing forward stewardship issues to the Senior Manager.

##### Decision Making

* Sound decision making is applied on a daily basis in all the areas identified under analytical reasoning.
* Negotiation and decision-making with volunteers, donors, stakeholders, rights holders, and suppliers.
* Experience, discretion, tact, and judgment are required.
* Proactive interaction with faculty and other departments including senior level administration regarding community engagement and involvement, and Indigenous relations.

##### Impact

* Work completed is frequently broadcast in the public domain, activities impact upon reputation and Indigenous reconciliation progress of the university.
* Reconciliation efforts are complex, challenging and emotionally fraught, and can quickly escalate to national media attention if problems arise.
* Successfully run events provide a positive response and enhanced reputation in the eyes of attendees.

##### Responsibility for the Work of Others

*Direct Responsibility for the Work of Others:*

* The Community Relations Officer is solely responsible for recruiting, orienting, training, and managing the performance of any student assistants.

*Indirect Responsibility for the Work of Others:*

* Students, volunteers, staff of internal academic departments. Coordination of their responsibility in events directed by the Community Relations Officer.
* Coordinating and managing services of freelancers, suppliers, and vendors.

##### Communication

*Internal:*

* President’s Office – events, Indigenous relations, and appointments.
* Senior Administration.
* External Relations & Development portfolio – events, training, engagement opportunities.
* Academic Departments & Chairs.
* Nature Areas Stewardship Committee.
* Information Technology & Facilities Management – event planning.
* First Peoples House of Learning, Chanie Wenjack School for Indigenous Studies.

*External*:

* Community leaders, elected officials, senior municipal staff and Indigenous government and community leaders – tracking complex information.
* Presidents of companies – as above.
* Peterborough Community members of community agencies – events.

##### Motor/ Sensory Skills

* Keyboarding & mouse manipulation - Computer usage impacts upon key responsibilities
* Driving - To attend internal and external meetings
* Dexterity/Coordination - Interaction at special events
* Hearing, speech and visual - complex remote and face to face communication, negotiation and presentations

##### Effort

*Mental:*Sustained concentration and focus:

* Program and project planning.
* Budget management.
* Student staff management.
* Event planning, logistics and evaluation.
* Interacting and negotiating with donors, volunteers, etc.
* Database updating as needed.

*Physical:*

* Use stairs of Mackenzie House. Up and down stairs regularly, meetings, and photocopier, storage.
* Lifting - Moving equipment such as sandwich boards, zap banners, boxes, easels from the basement of Mackenzie House, into a vehicle and then into the venue for the event. Then back to Mackenzie House following the event.
* Standing for long periods – at events.
* Significant periods of time spent keyboarding, and in meetings.

##### Working Conditions

*Physical:*

* Long periods of time spent keyboarding, in meetings.
* Frequent driving and travel requiring occasionally more than one hour.
* Prolonged standing at special events.

*Psychological:*

* Demonstrated flexibility in meeting shifting demands and priorities and managing multiple tasks.
* Flexibility to work occasional evenings and weekends.
* Frequently deal with donor and volunteer sensitivities and stakeholder complaints.