

## **Creative Kernow**

### **Operations Coordinator (External and Communications)**

This is one of two Co-ordinator roles which are based in the operational vertical but support the whole of Creative Kernow. Reporting to the Operations Manager the team supports the coordination of Creative Kernow as a whole organisation. Where workloads require, the coordinators support one another and work flexibly across responsibilities. They are based in the front office, which also serves as Creative Kernow reception.

### **Shared Responsibilities**

#### **1. Reception & Visitor Experience**

Ensure a smooth, professional and welcoming reception service at Krowji, creating an excellent first impression for all visitors and a reliable point of contact for everyone on site.

- Manage reception, ensuring all visitors to the Krowji site are greeted promptly, professionally and directed appropriately
- Act as a primary day-to-day point of contact for tenants - answering queries, passing issues to the Operations Manager and helping to ensure a responsive, well-managed tenant experience
- Handle all incoming and outgoing post and parcel deliveries efficiently
- Oversee all aspects of meeting room hire - managing bookings, preparing rooms and ensuring a high-quality experience for internal and external users

#### **2. Office & Organisational Coordination**

Provide the day-to-day coordination that keeps Creative Kernow running - ensuring staff across all three verticals are well-supported, well-supplied and able to focus on their work.

- Ensure office supplies are adequately stocked across the organisation - monitoring levels, placing orders and managing supplier relationships for consumables and general supplies
- Be the first point of contact for all CK calls and messages and ensure they are dealt with promptly and appropriately
- Provide coordination support to team members across all three verticals as directed by the Operations Manager - taking on stand-alone tasks and supporting delivery where capacity is needed
- Support the smooth running of on-site and off-site events - assisting with logistics, set-up, coordination and administrative requirements

- Act as cover and cross-support for the coordinator (Internal & Governance) during busy periods or absence

### **3. Facilities & Site Coordination**

Provide reliable day-to-day coordination support to the Estates & Facilities Manager - helping to keep the Krowji site running smoothly through effective communication, coordination and record-keeping.

- Act as a point of communication between tenants, staff and the Estates & Facilities Manager on maintenance and facilities issues - logging, relaying and following up on reported problems
- Support the coordination of contractors on site - updating the maintenance schedule, arranging contractor visits and confirming access as directed by the Estates & Facilities Manager
- Assist with maintaining accurate records of inspections, works completed and facilities coordination

## **Core Responsibilities**

### **1. Communications & Digital**

Support Creative Kernow's communications activity across the whole organisation - maintaining and monitoring digital channels, producing newsletters and contributing to CK's public presence across all platforms.

- Coordinate the preparation and distribution of internal and external newsletters - gathering content from across the organisation, managing mailing lists and ensuring timely publication
- Keep the Creative Kernow and Krowji websites up to date - uploading content, making amendments and flagging any issues to the relevant lead
- Carry out social media posting as directed - scheduling and publishing content across relevant platforms in line with organisational communications priorities
- Support the Marketing Strategy & Delivery Group with coordination and content tasks as required - contributing to campaigns, content coordination and audience communications

### **2. Event Coordination**

Support the organisation of events that take place on and off site

- Organise the provision of promotional materials including posters, flyers, banners and bus stop advertisements.
- Support the coordination additional advertising through local press and radio.

- Support the coordination of performers, visiting groups and volunteers scheduled to attend events
- Support the production of event maps and wayfinding materials to enhance visitor experience
- Maintain clear and consistent communication with all associated parties in the lead-up to events.

### **3. Consultancy Delivery Support**

Support the Growth and Innovation team with the planning, scheduling, and delivery of consultancy projects, including both on-site and off-site events involving stakeholders and members of the public.

- Manage the booking and scheduling of venues and catering throughout the course of each project
- Coordinate event consumables, including stationery and refreshments, ensuring all resources are available to support the efficient delivery of sessions.
- Prepare activities and interactive materials for sessions
- Attend events as the host, welcoming and supporting participants, providing guidance on session activities, and ensuring a positive experience
- Develop a thorough understanding of the context and objectives of each session to effectively support facilitators
- Take accurate notes during sessions and produce clear, concise meeting transcripts following each session.