



## Role Profile

### Details of the role

**Title:** Communications Officer

**Accounts to:** Chief Executive

**Hours:** 40 Hours per weeks

Some additional hours may be required to be worked. These will be taken as time off in lieu in agreement with the role's line manager.

**Duration:** Permanent

**Notice period:** One month's notice on either side

**Salary:** c. £30,000 per annum – including a 30-minute paid break per day

**Pension:** York Civic Trust operates an auto-enrolment pension scheme for qualifying employees. Employees have the right to opt out of the company pension scheme.

**Annual Leave:** 20 days plus 8 public holidays

**Line Management:** No

### Key Relationships (Internal):

- Chief Executive
- Curator
- Heritage and Planning Manager
- Communications Committee and Events Working Group
- York Civic Trust Members
- York Civic Trust Trustees

### Key Relationships (External):

- Press and Media
- Audiences
- Stakeholders and decision makers

## **ABOUT YORK CIVIC TRUST**

York Civic Trust, a Registered Charity, is a membership organization that celebrates the heritage of York and how it can be used to inform and shape the development of the city. The Civic Trust operates an Accredited museum - Fairfax House, Castlegate, York (the building is owned by York Conservation Trust). The Trust works closely in collaboration with other key stakeholders including City of York Council, the University of York, York BID and Make-it-York.

The Trust organizes an extensive programme of events and activities open to all providing opportunities to gain a greater understanding of the city and its surroundings. The Civic Trust's ongoing 'blue' plaque programme records significant individuals, events and places within the city.

York Civic Trust's governing body is its Board of Trustees drawn from its membership. A small team of employees (less than 15) is supported by a strong base of over 200 volunteers and advisors.

For more information about York Civic Trust visit [www.yorkcivictrust.co.uk](http://www.yorkcivictrust.co.uk) and Fairfax House visit [www.fairfaxhouse.co.uk](http://www.fairfaxhouse.co.uk).

### **Summary of role:**

The Communications Officer, working closely with colleagues, will:

- raise the profile of York Civic Trust and the work that it undertakes in the city
- maintain York Civic Trust as a leading membership organisation within York
- promote Fairfax House as a key visitor attraction in York
- maintain a consistent brand across all digital and print outputs

### **ABOUT YOU: What you will bring to the role**

You will be creative, audience-focussed with a flair for the use of language. You will bring fresh ideas to create opportunities to widen York Civic Trust's engagement with existing and new audiences. You will bring a reliable and consistent approach to your work. You will be able to work independently and enjoy working as part of a team. You will have excellent inter-personal skills and be an engaging writer with an ability to turn information into compelling content for different audiences

### **Main Tasks**

Create and co-ordinate marketing campaigns for York Civic Trust and Fairfax House that raises the profile of the work of York Civic Trust, increases membership and Fairfax House visitor numbers.

Build on our communications programme to strengthen our relationship with York Civic Trust members, expand our audiences (in particular with local communities) and develop strong stakeholder relationships.

Manage several key relationships including York Civic Trust members and events programme (creating listings and manage bookings), external media, creative agencies and audiences.

Create content, update, gather metrics and analysis, and respond to users across our social media channels and new websites ([www.yorkcivictrust.co.uk](http://www.yorkcivictrust.co.uk) (in progress) and [www.fairfaxhouse.co.uk](http://www.fairfaxhouse.co.uk) – both Wordpress) and successful e-newsletters (Mailchimp) to grow our online audiences.

Write media releases, and support media enquiries, about the work of York Civic Trust, including our museum at Fairfax House, and assist with securing coverage for local, regional, and where possible, national media.

Maintain and develop the benefits of the 2026 York Civic Trust brand refresh.

Develop the introduction of a CRM system to the Civic Trust.

To regularly liaise with colleagues, internal committees and volunteers to maintain a comprehensive awareness of the work of York Civic Trust.

Work as part of a small team and will be required to use your own initiative and act independently.

## **OTHER DUTIES AND REQUIREMENTS**

- Deliver a consistently high level of audience engagement so that our audience expectations are exceeded.
- Alongside other members of staff, provide cover for museum front of house activities including sales, admissions and cash handling when required
- Undertake any other duties that may be reasonably requested by your line manager.
- Attend staff meetings and any training courses as required to meet the requirements

## **Knowledge, Skills and Experience**

- Experience of working in an internal and/or external communications environment (E).
- Experience of working in a membership organisation in a communications role (D).
- Experience of developing and maintaining digital communications including web-site content. (E)
- Strong interpersonal skills. (E)

- Experience of successfully researching and writing a range of communications products including: newsletters, social media outputs, media releases and membership communications (E).
- Excellent written and verbal communication skills and high standard of written/verbal English including good proof-reading ability. (E)
- Strong organisational and time management skills with ability to prioritise and to work independently to agreed deadlines. (E)
- Interest in history and the diverse heritage of York (D)
- Experience of co-ordinating events programmes (D)

**Development Opportunities:** The post holder will have an agreed and individual Professional Development Programme which will be regularly reviewed.

To apply for this role please send a covering letter explaining how your skills and experience meet the requirements of the role profile and detailing two projects or areas of work you are proud of, and a CV to [info@yorkcivictrust.co.uk](mailto:info@yorkcivictrust.co.uk).

Deadline for applications is: 09:00 Monday 29th June 2026.

Interviews will take place Thursday 2nd July 2026.