



**Title:** Program Communications

**Reports to:** Operations Manager

**Start date:** ASAP

**End date:** August 31, 2022

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### **Description of Duties**

- Work with the TD (Technical Director) to develop written program descriptions suitable for emails to members and/or publishing on the Club website
- Write emails pertaining to any and all club programming being offered and send to either the membership as a whole or a segment of the membership if warranted by type of program.
- Consult widely with other technical staff to ensure all details are accurate in programming communications before they are sent or posted
- Responsible for sending the twice weekly First kicks updates inline with the program lead.
- Write and distribute communications for technical staff for internal purposes. This could also include
  - Creating forms for staff to fill out and tracking via spreadsheets in Google Workspace
- Keep all programming info on the club website up to date
- Taking photos and videos for use on the clubs website, emails and social media with the expectation that you will use your own phone for this. Material will uploaded to a central folder on a Google Drive
  - Footage from the club's Veo video system can and will also be required
- Working with the Operations team to reply to all incoming emails that involve programming unless they need to be directed to the TD, Technical Programs Manager or a Technical lead in which case they should be forwarded as is appropriate.
- Assist the Operations Manager in event management and festivals.
- Look to improve external communications and advertising of Club programs and activities.
- Update and implement process and procedures for communications activities.
- Assist the Operations Manager with recruitment of volunteers for key positions and events.
- Source material for and post to the club's social media accounts

- 3-4 Instagram posts per week (cross-posted to FB)
- 3-4 Twitter posts per week
- Reply to inquiries related to programming that come through other channels. Currently, these are:
  - Our social media channels (FB, Twitter, Instagram)
  - Live Chat messages on our website
  - Website inquiries
  - Emails forwarded to you by other staff members that are program-related. These are often received from the [info@vancouveruntiedfc.com](mailto:info@vancouveruntiedfc.com) address

**Remuneration:** Will be discussed with those who are interviewed. Contract runs until August 31, 2022 and may be renewed at that point for a further year.

### **Other considerations**

- It is expected that all incoming correspondence is replied to within 48 hours and ideally within 24 hours barring extenuating circumstances
- Outgoing emails to members will be sent on particular dates with 72 hours notice given to prepare in most situations.
- Workload will vary considerably with some days where there is nothing to be done and others with considerably more
- You will have access to the club's email system, website and registration database. In light of the sensitive nature of this access you will be strictly held to the non-disclosure clause below.
- Access to the software needed for this work will be provided and suggestions and recommendations for other tools will be considered
- This work is very deadline based and meeting deadlines will be used as a key determinant of job success

### **Criminal Record Check (CRC):**

A current CRC and Vulnerable Sector Check must be provided to the Club and be up to date at all times.

**Deadline for applying:** November 8, 2021. Please send your CV and a brief cover letter to Loretta Abdi, Operations Manager, at [loretta@vancouverunitedfc.com](mailto:loretta@vancouverunitedfc.com)