

## **JOB DESCRIPTIONS - CORPORATE COMMUNICATIONS DEPARTMENT**

### **Director Corporate Communications**

**Job Summary:** The incumbent directs the development of an efficient Parliament where stakeholders have access to relevant information and can utilise communication technologies to perform their functions of law making, representation, communication and oversight effectively. The job will also require the development of strategic plans for the Corporate Communications department, in order to achieve the vision of the Parliament. The incumbent should possess the leadership ability necessary to articulate a vision for the Corporate Communications Department, merge the formerly separated units into one and inspire the staff to commit to this vision.

**Reports to:** The Clerk of the House.

**Supervises:** A team of three (3) Managers and Administrative Support Staff

### **Key Responsibilities:**

- Leads team members of the Corporate Communications Department to execute all communication, Public Education and production activities of the Parliament.
- Develops and implements strategic plans for the Corporate Communications Department to facilitate the achievement of the Parliament's vision.
- Supervises the research, development and implementation of a Communication strategy, standards and practices organisational-wide that elicit, as well as promote the ethos of the organisation.
- Analyzes stakeholder research findings as part of developing a compelling vision for the Corporate Communications Department.
- Establishes a knowledge management system to facilitate continuity at each level of the Corporate Communications Department.
- Identifies and implements effective techniques for fostering public participation in the Parliamentary process.
- Manages relations, and builds relationships with key industry media.
- Builds and maintains strong relationships with internal and external key stakeholders to ensure proper dissemination of the Communication and Public Education Services of the organisation.
- Advances an interactive and technologically based media to build communication between the electorate and parliamentary representatives.
- Takes the lead in Emergency Disaster Management communication.
- Institutes personal and professional development programmes and initiatives for staff
- Develops and manages the Department's budget.
- Proactively cultivates relationships with internal and external stakeholders organisation that will promote the work and reputation of the Department
- Performs related work as required.

### **Minimum Qualifications and Experience:**

- A Masters Degree in Mass Communication or Marketing; Diploma or Bachelor's degree in the Social Sciences or the Humanities followed by a minimum of five years of professional services in marketing and communications leadership roles.
- Extensive public relations experience required.
- Experience in media, communications or journalism.

**Required Competencies:**

- Extensive knowledge of branding principles and tactics through multimedia including the Web.
- Sound written and verbal communications skills, coupled with highly developed interpersonal skills.
- Sound time management skills to ensure multiple tasks simultaneously are completed within compressed timeframes.
- Expert strategic and proactive leadership and presence.
- Sound active listening skills
- Sound Critical thinking skills.
- Team-oriented working skills.
- Creative and visionary leadership with the ability to drive a high volume of work to completion.
- Proven ability to design, develop and implement both communications and strategic programs and supporting tactics.
- Ability to understand technical and business concepts and express these concepts in clear, concise instructions
- Ability to be flexible and open to changing priorities and challenges.

## **Production Manager**

**Job Summary:** The incumbent plans and supervises television broadcast and production activities and must perform work within strict broadcasting deadlines. Typically supervises a technical crew in the performance of production activities.

**Reports to:** Director Corporate Communications

**Supervises:** Senior Broadcast Technician, Broadcast Technicians, Script Writer and Designer/Animator

### **Key Responsibilities:**

- Supervises a multi disciplinary production team. This includes setting the example of excellent work habits and inspiring creativity
- Manages all production activities and operations for the Parliament Channels including studio and remote site productions.
- Manages the scheduling of equipment and personnel.
- Prepares cost estimates for individual production budgets
- Directs production staff in research, in-house and field filming, set-up and operation of remote site production activities.
- Maintains production standards and quality control.
- Produces and directs special events or projects.
- Participates in annual Corporate Communications Department budget preparation and provides input in long range television production planning.
- Works closely with the Corporate Communications Manager, and Digital Archivist to ensure the achievement and developmental of departmental goals.
- Supervises and engages in the editing of film, using digital technology and specialist computer software or, if necessary, manually.
- Supervises and engages in the storage of uncut recordings for archiving purposes
- Evaluates and selects scenes in terms of story continuity.
- Screens, reviews and edits film
- Coaches junior technical personnel in the Unit
- Performs related duties as required.

### **Minimum Qualifications and Experience:**

- Bachelor's degree in Radio/Television, Journalism or related field from an accredited college or university
- Four years experience in the operation of television production services which include two years supervisory experience or any equivalent combination of experience, training and/or education approved by Human Resources.
- Additional experience in brand identity and packaging A+ would be an asset.
- Considerable knowledge and experience in broadcast and film standard and equipment.
- Macintosh environment savvy

### **Required Competencies:**

- Knowledge of broadcast rules, regulations and guidelines.
- Knowledge of production and technical standards.
- Knowledge of supervisory practices and principles.
- Knowledge of visual and aural discrimination
- Knowledge of copyright, ethics and moral rights
- Knowledge of television conventions
- Sound written and oral communication skills.
- Intermediate leadership skills
- Ability to function in a team oriented environment.

## **Corporate Communications Officer**

**Job Summary:** The incumbent will assist the Corporate Communication Manager and interface with internal and external stakeholders for the successful implementation of public education and communication programmes related to the activities of the Parliament.

**Reports to:** Corporate Communications Manager

**Supervises:** None

### **Key Responsibilities:**

- Develops and delivers a wide range of informational, educational, and promotional material concerning the activities of the Parliament
- Implements internal and external marketing and communication tools and strategies.
- Organizes tours of the Parliament and ensures that visitors' experience of Parliament is hospitable.
- Maximizes audience awareness of the services of the Office of the Parliament, in collaboration with the Corporate Communications Manager
- Develops and maintains positive relationships with all vendors and media partners to help achieve challenging audience development and other departmental targets.
- Maintains relevant statistics and information relating to the overall operation of the department.
- Devises systems to ensure that parliamentary material is distributed effectively.
- Attends job related events.
- Disseminates all parliamentary information using all available and relevant Media.
- Supports the Parliaments' archive functions by submitting materials to the relevant Archive unit.
- Provides reports to the manager as required
- Performs all other duties as assigned.

### **Minimum Qualifications and Experience:**

- Bachelor's degree in one of the following: Marketing, Communications, Journalism, Public Relations and/or other job-related field required or equivalent combination of education and work experience.
- At least five years relevant work experience in a position requiring the knowledge and application of marketing strategies and techniques, along with writing for an external audience (samples of work and a writing test required)
- Experience in creative and strategic thinking, oral communication, writing, editing and effective dissemination of information to wide audiences.

**Required Competencies:**

- Knowledge of media issues, social marketing theory and practice, communications strategies and implementation and behavioural sciences.
- Knowledge of marketing, public relations, advertising, promotion and other marketing communication methods.
- Ability to work independently and in teams
- Proficiency with Microsoft Office, especially PowerPoint, Excel, Word, Proficiency with graphics, especially Adobe Photoshop

## **Web Communications Officer**

**Job Summary:** The incumbent will assist the Corporate Communication Manager and interface with internal and external stakeholders for a successful interactive and multimedia communications strategy of the organisation.

**Reports to:** Corporate Communications Manager

**Supervises:** None

### **Key Responsibilities:**

- Works as an integral team member of the Corporate Communications Department to develop and execute an online communications and public education strategy.
- Liaises with the Corporate Communications Officer to research, prepare, and write key external communication messages for promoting and incorporating Parliament activities online.
- Produces audio, video, photographic and text content for online distribution.
- Builds and maintains a database of key influencers who would assist the promotion of Parliament services and initiatives to the general public
- Maintains and updates a permanent electronic database on relevant Parliamentary documents specified by the Corporate Communications Manager.
- Develops effective online communications to serve media outlets, corporate partners, professional advisors, government ministries and the interested public.
- Liaises with IT Specialist to ensure software is appropriate to maintain content on the website.
- Liaises with the Production Manager for relevant content to be included on the website.
- Performs all other duties as assigned.

### **Minimum Qualifications and Experiences:**

- Bachelor's Degree in Journalism, Communication, Public Relations, Computer Science from an accredited college or university, or professional work experience in Web Design and Communication combined with university degree in a related field
- Certification in Web Design/applications and programming
- Experience working with communications technologies, including office software, web applications, design/illustration software, databases
- Experience in HTML, wiki mark-up, Photoshop or CSS is a major asset
- 3 to 5 years of experience in web development and design, visual communications and programming.
- Experience in building multi-media presentations to various audiences.

### **Required Competencies:**

- Knowledge of current theories and practices in communication research, planning and strategy, and the role of mass media.

- Knowledge and experience in marketing communications, web and social media tools (e.g. Word Press, SEO, You Tube, Face book, etc.)
- Intermediate research and compilation skills
- Strong written and oral communications skills
- Intermediate skill as a problem solver who can apply rigorous logic and use creative methods to develop key communication messages for differing audiences.
- Intermediate skill as a networker who can develop and build online communities, relationships with key influencers and others for the benefit of the organization.
- Ability to write in a clear and concise manner suitable for both online and academia.
- Ability to function effectively as team player
- Demonstrated ability as a self-starter who takes the initiative to identify opportunities and to develop audience-specific communication messages.



## Senior Administrator

**Job Summary** The incumbent will be responsible for the efficient and effective management of the administrative, secretarial and customer related duties in Corporate Communications Department. This is performed with a high degree of initiative and problem solving skills.

**Reports to:** Director Corporate Communications

**Supervises:** Administrative Secretary (2 positions)

### Key Responsibilities

- Plans and directs the administrative and secretarial functions of the Corporate Communications Department.
- Prepares, keys in, edits and proofreads correspondence, invoices, presentations, brochures, publications, reports and related material from any source using computers.
- Sets up and maintains manual and computerized information filing systems
- Arranges interviews and makes appointments on behalf of the Director and other managers in the Department
- Reviews all letters, memoranda or other documents prepared for the signature or attention otherwise, of the Director Corporate Communications
- Compiles data, statistics and other information and may conduct research.
- Takes and transcribes minutes of meetings.
- Manages, organizes and updates relevant data using database applications.
- Takes dictation in shorthand from the Director and transcribes these notes producing documents in a finished form.
- Arranges and participates in meetings, conferences and project team activities
- Supervises the maintenance of the office inventory.
- Sends acknowledgements to letters and invitations received, and prepares replies to some letters under general direction of the Director and Managers.
- Performs related work as may be required.

### Minimum Qualifications and Experience:

- Five (5) CXC or GCE "O" Level General Passes, inclusive of English and Mathematics
- Certificate in Management studies
- Certification in an Administrative Professional's Programme
- A minimum of five (5) years experience in complex secretarial and administrative work

**Required Competencies:**

- Sound Knowledge of the Microsoft Office suite.
- Sound oral and written communication skills
- Sound analytical and problem solving skills
- Intermediate supervisory skills
- Basic research skills
- Ability to follow through to completion of assigned tasks
- Ability to work effectively in teams
- Ability to maintain a high level of confidentiality

## **Administrative Secretary**

**Job Summary:** The incumbent, as part of small pool of administrative professionals will provide general and specialized administrative work and secretarial support services to all of the Units of the Corporate Communications Department. This work requires some degree of independence, initiative and judgment but is subject to the Department's policies and is reviewed by the Senior Administrator.

**Reports to:** Senior Administrator

### **Key responsibilities:**

- Coordinates the provision of administrative and secretarial services required for the day to day operations of the Office
- Prepares memoranda and letters under the guidance of the Senior Administrator.
- Takes dictation in shorthand and transcribes these notes producing documents in a finished form.
- Attends to telephone and electronic enquiries
- Performs general filing and record keeping duties.
- Performs clerical duties and operates a computer utilizing word processing software
- Maintains the database for the Department
- Prepares agendas, minutes of meetings and a variety of complex reports
- Maintains the inventory for the Department.
- Perform all other duties as assigned

### **Minimum Qualifications and Experience:**

- Five (5) CXC or GCE "O" Level General Passes, inclusive of English and Mathematics
- Certification in an Administrative Professional's Programme
- Sound Knowledge of Microsoft Office
- A minimum of two (2) years experience in complex secretarial and administrative work

### **Required Competencies:**

- Intermediate oral and written communication skills
- Basic analytical and problem solving skills
- Ability to maintain a high level of confidentiality
- Ability to work well without close supervision
- Ability to follow through to completion of assigned tasks
- Ability to work effectively in teams

## **Broadcast Technician**

**Job Summary:** A broadcast technician set ups, operates and maintains equipment that regulates the signal strength, clarity, and the range of sounds and colours of radio or television broadcasts.

**Reports to: Senior Broadcast Technician**

**Supervises: None**

### **Key Responsibilities:**

- Operates all Broadcast and Transmission equipment and systems.
- Monitors strength, clarity, and reliability of incoming and outgoing signals, and adjusting equipment as necessary to maintain quality broadcasts.
- Regulates the fidelity, brightness, and contrast of video transmissions, using video console control panels.
- Sets up, adjusts, and operates audio/visual equipment such as cameras, film, sound and video equipment.
- Operates and maintains sound and vision recording, mixing and production equipment in the Radio and Television Control Rooms.
- Assists in the provision of first-line support, including on-the-spot diagnosis and rectification of minor faults of all AV equipment including digital and analogue cameras, DVDs etc. as and when they occur.
- Maintains programming logs.
- Produces duplicates of video recordings of all sittings and meetings as requested.
- Assists Video Editing Technicians with editing and packaging.
- Carries out scheduled maintenance checks, including portable appliance testing.
- Assists in the maintenance of the tracking system, updating records detailing the exact location of equipment and times booked out and returned.
- Carries out equipment audits as part of facilities development or upgrade plans.
- Performs related duties as required.

### **Minimum Qualifications and Experience:**

- Five (5) CXC or GCE "O" Level General Passes, inclusive of English Language
- A Certificate in broadcast technology, broadcast engineering, television production, sound engineering, electronics, or computer networking or equivalent from a recognized accredited institution.
- At least two (2) years experience in the broadcast field.
- Or any combination of experience and training.

### **Required Competencies:**

- Knowledge of the range of sound equipment and associated operating principles
- Knowledge of sound reinforcements
- Knowledge of characteristics and applications of different types of microphones capsules
- Knowledge of equalization techniques and acoustics
- Knowledge of health and safety requirements related to working safely with electricity and hazardous substances
- Intermediate critical listening and aural discrimination skills
- Ability to understand, read and interpret sound documentation and plans

- Ability to draw block diagrams of equipment and system setups
- Ability to run and patch cables neatly and safely

## **Broadcast Technician (IT)**

**Job Summary:** A broadcast technician (IT) maintains and supports a variety of televising/broadcasting systems, multimedia and conferencing systems for the Office of the Parliament. The technician also set ups, operates and maintains equipment that regulates the signal strength, clarity, and the range of sounds and colours of radio or television broadcasts.

**Reports to:** IT Specialist and Senior broadcast Technician

**Supervises:** None

### **Key Responsibilities:**

- Operates all Broadcast and Transmission equipment and systems.
- Monitors strength, clarity, and reliability of incoming and outgoing signals, and adjusting equipment as necessary to maintain quality broadcasts.
- Regulates the fidelity, brightness, and contrast of video transmissions, using video console control panels.
- Sets up, adjusts, and operates audio/visual equipment such as cameras, film, sound and video equipment.
- Operates and maintains sound and vision recording, mixing and production equipment in the Radio and Television Control Rooms.
- Assists in the provision of first-line support, including on-the-spot diagnosis and rectification of minor faults of all AV/IT equipment including digital and analogue cameras, DVDs etc. as and when they occur.
- Maintains programming logs.
- Produces duplicates of video recordings of all sittings and meetings as requested.
- Assists Video Editing Technicians with editing and packaging
- Carries out scheduled maintenance checks, including portable appliance testing.
- Assists in the maintenance of the tracking system, updating records detailing the exact location of equipment and times booked out and returned.
- Carries out equipment audits as part of facilities development or upgrade plans.
- Maintains broadcast systems in televising, multimedia and conferencing.
- Provides assistance to install and support software/hardware applications and peripheral equipment for the Corporate Communications Department.
- Installs the necessary video, audio and data cabling for recording, playback, storage and network connectivity.
- Performs and maintains systems and application backups.
- Performs routine and preventative maintenance on broadcasting and conference equipment and peripherals.
- Performs related duties as required.

### **Minimum Qualifications and Experience:**

- Five (5) CXC or GCE "O" Level General Passes, inclusive of English Language
- A+, NET+ or MCP Qualification
- A Certificate in broadcast technology, broadcast engineering, television production, sound engineering, electronics, or computer networking or equivalent from a recognized accredited institution.
- At least one (1) year's experience as an IT technician
- Or any combination of experience and training.

### **Required Competencies:**

- Knowledge of the principles and operation of networks, operating systems, standard software applications, hardware, and related peripheral equipment.
- Knowledge of the range of sound equipment and associated operating principles
- Knowledge of sound reinforcements
- Knowledge of characteristics and applications of different types of microphones capsules
- Knowledge of equalization techniques and acoustics
- Knowledge of health and safety requirements related to working safely with electricity and hazardous substances
- Intermediate critical listening and aural discrimination skills
- Ability to read and interpret sound documentation and plans
- Ability to draw block diagrams of equipment and system setups
- Ability to run and patch cables neatly and safely

## Information Technology (IT) Specialist

**Job Summary:** The IT Specialist is responsible for the management of the Information Technology (IT) functionality of the Corporate Communications Department in consultation with the Manager Information Systems. Work is performed with a high degree of independence and initiative.

**Reports to:** Director Corporate Communications

**Supervises:** Broadcast Technician IT

### Key Responsibilities

- Plans, manages and reviews the IT infrastructure for the Corporate Communications Department in collaboration with the Information Systems Manager and contributes to the office's policy with regard to its quality, and standards.
- Supervises the implementation and management of all IT requirements stipulated in the Strategic and Operational plans.
- Implements strategic Information Systems plans for the Corporate Communications Department.
- Analyses and assesses IT trends and determines their usefulness and relevance to the Department.
- Makes recommendations to the Manager Information Systems on the procurement of all software, operating systems, network, web and database developer software and end user application software for use in the Corporate Communications Department.
- Assists in the design, evaluation and management of the Corporate Communications Department's Multimedia Network and related systems (cable and managed television systems);
- Develops, directs and plans for the security of data, networks and all equipment purchased for the Corporate Communications Office.
- Maintains/Operates broadcast systems in,
  - Televising/Broadcasting
  - Multimedia; and
  - Conferencing
- Installs and certifies installation of necessary video, audio and data cabling for recording, playback, storage and network connectivity,
- Performs and maintains systems and application backups,
- Maintains operational procedure manuals, equipment inventory,
- Prepares reports on equipment problems.
- Performs routine and preventive maintenance on broadcasting and conference equipment and peripherals,
- Performs/ensures back up of recorded content of Parliamentary Proceedings is backed up on servers in Information Systems
- Verifies with Information Systems that content is archived off-site at Datacenter.
- Determines the cause of system failure, and takes corrective action when required.
- Installs and supports software/hardware applications and peripheral equipment for broadcasting and audio visual units (inclusive of the Parliament Chamber and Conference rooms),



- Troubleshoots and resolves recorders, players and storage server operating, software/hardware problems and provides technical support as requested.
- Perform related duties as required.

### **Minimum Qualifications and Experience:**

- Bachelor's degree in Computer Science or Information Systems or equivalent qualification from a recognized accredited institution.
- A+, Net+, Microsoft Certified Professional (MCP),
- 2-3 years experience as a computer technician.
- Experience in supporting operations of large and small-scale computer systems,
- Experience in supporting Microsoft operating systems, XP, Server 2000, 2003,
- Experience in networking computer systems (UTP cabling, Ethernet, IP protocols)

### **Required Competencies**

- Considerable knowledge in the management and operations of extensive IT environments and of high tech computer-based broadcasting equipment for television and radio
- Considerable knowledge of databases and the ability to manage databases
- Knowledge of operating characteristics, capabilities, capacities, and limitations of computer, network and related peripheral equipment.
- Basic knowledge of the role and functions of the Parliament of Trinidad and Tobago and its supporting agency.
- Knowledge of current trends in the ICT field.
- Excellent customer service and employee relations skills
- Excellent oral and written communication skills
- Sound problem solving skills.
- Ability to work in a standard office environment, sit, stand, walk, kneel, crouch, stoop, squat, and lift 50 lbs.
- Ability to work well without close supervision.
- Ability to work long hours and be on call

### **Special Requirement**

- Possession of a motor vehicle is required.

## **Script Writer**

**Job Summary:** The incumbent will write scripts for specific audiences to fill a certain time slot and assist in the branding of the department

**Reports to:** Production Manager

**Supervises:** None

### **Key Responsibilities:**

- Selects subject matter based on public interest or commissioned by the Production Manager and writes scripts for the particular audience.
- Develops the technical skills of writing and maintaining originality to reflect the content of issues addressed in Parliament
- Uses literary skills to develop themes for appropriate scripts.
- Works to tight deadlines, especially for television production
- Engages in research for informing and verifying factual content of written work.
- Conducts interviews either face to face, over the telephone or by email for the purpose of producing scripts.
- Rewrites and adapts material (and sometimes the work of others) for alternative format e.g. producing a web-based 'e-book'
- Maintains an active interest in the specific genre (Television)
- Rewrites and revises work (often several times) following feedback
- Participates in team meetings and status meetings actively and provide status updates to the Production Manager
- Performs other duties as assigned.

### **Minimum Qualifications and Experience:**

- Bachelor's Degree in Journalism, Communication, English or any other related field from an accredited college or university.
- Three to five years experience writing scripts/technical writing for television/radio
- Experience with electronic publishing, graphics, and video production.

### **Required Competencies:**

- Knowledge of current theories and practices in communication research, planning and strategy, and the role of mass media.
- Knowledge of a second language would be an asset.
- Expert written and oral communication skills.
- Intermediate time management skills
- Ability and willingness to encourage and act upon critical feedback in the most appropriate manner.
- Ability to work independently and collaboratively in a team environment.

## **Video Editing Technician**

**Job Summary:** The incumbent assists the Designer/Animator in assembling the final video product as a sequence consisting of shots from the raw camera footage, dialogue, sound effects and graphics.

**Reports to:** Designer/Animator

**Supervises:** None

### **Key Responsibilities:**

- Receives a brief, and maybe, an outline of footage, and/or a shot list, or screenplay for interpretation and editing.
- Assembles all raw footage, with the camera shots either recorded or manually transferred onto high-format video tape in preparation for inputting into the computer
- Inputting uncut rushes and sound, and synchronizing and storing them into files on computer
- Digitally cuts the files to determine the sequence of the film and determining what is usable
- Creates a "rough cut" of the programme/production and determines the exact cutting for the next and final stages
- Re-orders and tweaks the content to ensure the logical sequencing and smooth running of the video
- Assists in any media productions.
- Performs other duties as assigned.

### **Minimum Qualifications and Experience:**

- Five (5) CXC or GCE "O" Level General Passes, inclusive of English Language
- Experience with Final Cut Pro/ Adobe Premiere, Apple Motion and Macromedia Flash

### **Required Competencies:**

- Knowledge of Macintosh and PC Systems
- Intermediate organization and communication skills
- Intermediate interpersonal skills, multi-tasking and time management skills
- Ability to edit non-linear production systems

## **Assistant Digital Archivist**

**Job Summary:** The incumbent will appraise, edit, and direct safekeeping of Parliament's permanent records and participate in research activities based on archival materials under the supervision of the Digital Archivist.

**Reports to:** Digital Archivist

**Supervises:** None

### **Key Responsibilities:**

- Oversees the regular transfer of materials identified for permanent preservation from Parliament Departments to the Parliamentary Archives Unit
- Helps to manage the Parliament historical archives and maintain effective record management.
- Retrieves items on request for both members of staff and the general public.
- Assists the Digital Archivist with administration of Freedom of Information requests.
- Acts as a point of contact in conjunction with the Digital Archivist for all internal inquiries concerning archival and records management issues.
- Undertakes ad-hoc projects and other duties that may be required by the Digital Archivist.

### **Minimum Qualifications and Experience:**

- An Associate degree in computer technology or equivalent from an accredited institution.
- Five (5) CXC General Passes or GCE "O" Level inclusive of English and Mathematics
- Knowledge of Library Science would be an asset.

### **Required Competencies:**

- Knowledge of standard desktop software applications, digital imaging and other relevant uses of information technologies required.
- Sound written and oral communications skills. .
- Intermediate time management skills
- Basic organizational and analytical skills
- Ability to lift and shelf boxes weighing up to 40 pounds.
- Ability to interpret and work with bibliographic information
- Ability to maintain confidentiality
- Ability to work with databases, migrate data from one database system to another.
- Ability to work independently and collaboratively in a team environment.
- Ability to pay attention to details