



Job Description

(Feb 2018)

Role: Community Relations Executive
Department: Marketing & Communications
Location: Navigation House, London Luton Airport

Job purpose summary:

- To lead and deliver LLA's Community Engagement (CE) strategy and associated programme of activities to demonstrate LLA's commitment to operate in a responsible way and achieve its ambition to become a world-class airport.

Key responsibilities and accountabilities:

1. To assist the Responsible Business Manager in developing LLA's Responsible Business strategy
2. To develop, co-ordinate, monitor and report LLA's CE strategy priorities and action areas covering key economic growth topics aligned with industry best practice
3. To lead and manage LLA's charity partnership and community trust fund outreach programme, representing the airport in community related meetings/ activities
4. To work alongside the Flight Operations Department to identify, build and sustain mutually beneficial relationships with key community representatives to support LLA's strategic objectives
5. To grow the number of LLA employees and the wider airport network who get involved in LLA's community volunteering activities
6. To raise awareness of the CE activity and opportunities through a plan of internal communications
7. To review and monitor performance against annual objectives and participate in planning future targets that deliver against LLA's business plan
8. To respond to queries and facilitate all CE related requests
9. To co-ordinate and deliver a consistent suite of external facing publications that positively reflect on the airport with external stakeholders
10. To serve as a media relations spokesperson on issues alongside Responsible Business Manager

Secondary tasks:

- 24/7 first response crisis comms team member
- Weekly and monthly monitoring and reporting