TURKS AND CAICOS ISLANDS AIRPORTS AUTHORITY

MEDIA OFFICER

Job Advertisement

Reporting To:	Director, Corporate Affairs, Communications and Public Engagement	
Division:	Corporate Affairs, Communications and Public Engagement	
Grade Level:	7.1	
Remuneration:	56,037.00 per annum	
Special Requirements:	N/A	
Employment Type: ☒ Continuous Employment ☐ Fixed Term Contract ☐ Independent Contractor ☐ Consultant ☐ Intern	**Hours:** ☒ Full-Time ☐ Part-Time ☐ Part-Time Shift ☐ Casual/Flexible	**Location:** ☐ All Island ☒ Providenciales ☐ Grand Turk ☐ Salt Cay ☐ North and Middle Caicos ☐ South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority (TCIAA), established under the Airports Authority Act, is responsible for the development, operation, and management of airport infrastructure across the Turks and Caicos Islands.

TCIAA operates six airports and provides air navigation services within the territory's low-level airspace. Our mission is to deliver world-class airport facilities and operations through excellence in safety, security, efficiency, innovation, and customer service—supporting the nation's socio-economic development and growth.

About the Role

The **Media Officer** is responsible for the Authority's press and media relations, news and corporate content, photography and videography, and digital communications. Reporting to the Director, Corporate Affairs, Communications and Public Engagement, the postholder helps to protect and enhance the Authority's reputation and ensures accurate, timely and consistent engagement with the media, employees, airlines, passengers, government agencies, tourism stakeholders, airport users and the wider public.

The **Media Officer** plays a critical role in supporting crisis and emergency communications, executive communications, stakeholder relations, public awareness campaigns, media coverage of

corporate events, and the Authority's digital communication platforms. The position requires a highly motivated, creative and technically proficient communications professional capable of working in a fast-paced airport environment where operational, safety, security and public information requirements are constantly evolving.

Scope of the Role: The core function of this post is press and media relations, content creation and digital communications. Support for corporate events is limited to their media and communications aspects, as set out under Media Support for Corporate Events below. Event planning, logistics and protocol management do not form part of the core function of this post.

Responsibilities and Key Deliverables

Media and Press Relations

- Serve as the Authority's day-to-day point of contact for media enquiries, responding in a timely and professional manner and escalating matters to the Director as appropriate.
- Draft press releases, media statements and responses to enquiries for approval in accordance with the Authority's communications approval procedures.
- Build and maintain positive working relationships with local, regional and international media outlets.
- Coordinate media interviews, press conferences, media briefings, photo opportunities and official announcements.
- Prepare media kits, background information, speaking notes and briefing documents for the Authority's spokespersons.
- Arrange and accompany approved media access to airport facilities, ensuring compliance with airside safety and security requirements.
- Monitor print, broadcast, online and social media coverage relating to TCIAA, aviation, tourism, transportation and national infrastructure.
- Prepare daily, weekly and monthly media monitoring reports, highlighting emerging issues, trends and reputational risks.
- Support the Director in managing media issues and reputational risks.
- Maintain an accurate and up-to-date media contact database.

Corporate Communications

- Assist in implementing the TCIAA Communications Strategy, Corporate Affairs Strategy, Public Engagement Strategy and Brand Management Framework.
- Prepare and distribute press releases, stakeholder advisories, public notices, newsletters, speeches, feature stories, media statements, annual reports and executive correspondence.
- Draft communication materials relating to airport operations, infrastructure projects, airline route launches, service improvements, emergency exercises and community initiatives.
- Research, develop and write content for corporate publications and official communications.
- Assist with preparing briefing notes, Cabinet submissions, Board papers, presentations, speeches, talking points and ministerial correspondence.
- Prepare internal communications to keep employees informed of Authority news, projects and initiatives.
- Ensure all communication products are accurate, appropriately approved and reflect the Authority's corporate identity, values and strategic objectives.

Crisis Communications and Emergency Management

- Support the implementation of the TCIAA Crisis Communications Plan and Emergency Communications Procedures.

- Assist in preparing emergency notifications, operational advisories, airport closure notices, weather advisories and stakeholder communications during incidents.
- Participate in emergency exercises, tabletop exercises and crisis response simulations.
- Maintain communication templates and emergency contact databases.
- Assist in coordinating communications with airlines, emergency services, government agencies and the media during incidents and emergencies.
- Support communications activities within the National Emergency Operations Centre (NEOC) when activated.
- Remain contactable and available to support communications during incidents and emergencies, including outside normal working hours.

Photography and Videography

The Media Officer serves as the Authority's principal photographer and videographer. Responsibilities include:

- Capturing professional-quality photographs of airport operations, airline inaugurals and launches, construction projects, executive visits, ceremonies, community events and stakeholder engagements.
- Producing high-quality video content for promotional, educational and public information purposes.
- Conducting interviews and recording testimonials for corporate campaigns.
- Providing live-streaming coverage of press conferences, announcements and official events as required.
- Maintaining photographic and video archives and managing the Authority's digital asset library.
- Obtaining appropriate consents and observing airport security restrictions on photography and filming in restricted and airside areas.
- Ensuring all visual content accurately reflects the TCIAA brand.
- The officer must be proficient in operating:
    - DSLR and mirrorless cameras.
    - Professional video cameras.
    - Drones (where licensed and authorised).
    - Audio recording equipment.
    - Lighting systems.
    - Live-streaming equipment.

Graphic Design and Multimedia Production

- Design and produce flyers, brochures, advertisements, banners, posters, annual reports, event programmes, presentations, infographics and promotional materials.
- Create digital content for the website, social media and email campaigns.
- Produce graphics supporting route development, tourism promotion, customer service initiatives and airport awareness campaigns.
- Produce branded visual collateral for Authority events, such as programmes, backdrops and signage, as requested.
- Ensure consistency with TCIAA's Brand Guidelines and Visual Identity Standards.
- The officer must demonstrate proficiency in:
    - Adobe Photoshop
    - Adobe Illustrator
    - Adobe InDesign
    - Adobe Premiere Pro
    - Adobe After Effects

- Canva Pro
- Microsoft PowerPoint

Social Media and Digital Communications

- Manage and maintain TCIAA's social media platforms.
- Develop and implement content calendars.
- Create engaging content that increases public awareness and stakeholder engagement.
- Monitor audience engagement, respond to routine enquiries and escalate sensitive matters to the Director.
- Track and analyse digital performance metrics.
- Prepare monthly analytics reports and recommendations.
- Support paid advertising campaigns and promotional initiatives.
- Identify opportunities to increase the Authority's online visibility and public reach.

Website Administration

- Assist in maintaining the Authority's website.
- Update news articles, advisories, stakeholder notices, project updates and corporate information, ensuring operational and emergency advisories are published promptly.
- Ensure information remains accurate, current and relevant.
- Coordinate website enhancements and content improvements.

Media Support for Corporate Events

The Media Officer shall provide media and communications support for Authority events, such as airline inaugurals, route launches, groundbreaking and ribbon-cutting ceremonies, airport openings, and ministerial and VIP visits. This support is limited to:

- Preparing media advisories, press invitations and press releases in advance of events.
- Coordinating media attendance, accreditation and on-site media arrangements, including interview opportunities.
- Preparing speeches, remarks and speaking notes for the Authority's representatives.
- Providing photography, videography and live-streaming coverage.
- Producing branded visual collateral, such as programmes, backdrops and signage.
- Publishing post-event coverage across the Authority's website, social media and media channels.

Overall event planning and logistics, venue and vendor management, guest lists, invitations and RSVP management, and protocol arrangements are not part of the core function of this post and remain the responsibility of the event lead designated by the Director. The Media Officer may assist with these matters within reason and as directed, provided this does not take precedence over the post's media relations and communications responsibilities.

Route Development Communications Support

- Support the Authority's route development programme through the preparation of presentations, airline briefing packages, promotional materials, market intelligence summaries and stakeholder communications.
- Prepare communications materials, briefing notes and presentations in support of meetings with airlines, tourism stakeholders, airports and aviation organisations.
- Prepare marketing materials for use at Routes Americas, Routes World, CAPA conferences and other aviation industry events.
- Assist with route launch campaigns and public announcements.

Community Engagement Communications

- Promote and publicise the Authority's sponsorship and community engagement initiatives.
- Develop content and materials for educational outreach programmes and airport awareness campaigns.
- Promote TCIAA's community involvement through the media, the website and social media channels.
- Support communications with partner schools, charities, sporting organisations and community groups.

Administrative Responsibilities

- Maintain media databases, image libraries, communication records and stakeholder contact lists.
- Prepare monthly departmental reports and performance summaries.
- Monitor communication budgets and procurement requirements.
- Maintain communication inventories, equipment records and media equipment in good working order.
- Perform other related duties as may reasonably be assigned by the Director, consistent with the purpose and grade of the post.

Key Relationships

- **Internal:** Director, Corporate Affairs, Communications and Public Engagement; the Chief Executive Officer and Executive Management; Airport Operations; Security; Aircraft Rescue and Fire Fighting (ARFF); teams leading route development; Human Resources; and all departments requiring communications support.
- **External:** Local, regional and international media; airlines and ground handlers; government ministries and agencies; tourism stakeholders; emergency services and the National Emergency Operations Centre; suppliers of creative and media services; and the travelling public.

Competencies

- **Media Judgement & Discretion:** Sound news judgement and the discretion to handle sensitive, confidential and time-critical information appropriately.
- **Communication Excellence:** Exceptional verbal and written skills, with the ability to draft professional correspondence, press materials and reports.
- **Creativity & Visual Storytelling:** The ability to translate complex operational and technical information into clear, engaging written and visual content.
- **Precision & Data Integrity:** A serious concern for the accuracy of records and the quality of communications and media documentation.
- **Composure Under Pressure:** The ability to remain calm, accurate and responsive during incidents, emergencies and tight deadlines.
- **Digital Modernisation Mindset:** A commitment to using digital tools and platforms to improve efficiency, reach and engagement.
- **Aviation & Operational Awareness:** (Preferred) Understanding of the unique communications requirements of a safety-critical aviation environment.

Education Requirements

- **Primary Qualification:** A bachelor's degree from a recognised university in Communications, Public Relations, Journalism, Digital Media, Marketing, Media Production, Corporate Communications or a related discipline.

- **Desirable:** Professional certification in public relations, journalism, photography or digital marketing. A recognised drone pilot licence, or willingness to obtain one, would be an asset.

Technical Proficiency & Competencies

- **Core Systems Mastery:** Strong proficiency in the Microsoft Office Suite, with intermediate to advanced skills in PowerPoint for presentations, Word for drafting professional communications, and other digital tools used to support corporate communications and reporting.
- **Media & Digital Production:** Demonstrated proficiency in professional photography and videography, including the use of DSLR and mirrorless cameras, professional video cameras, audio recording equipment, lighting systems and live-streaming equipment. Proficiency in Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Premiere Pro, Adobe After Effects and Canva Pro is required to support the development of high-quality visual and multimedia content.
- **Digital Communications & Analytics:** Experience managing social media platforms, digital content and website updates, including developing content calendars, monitoring audience engagement, tracking digital performance metrics and preparing monthly analytics reports.
- **Analytical Accuracy:** A high degree of attention to detail, with the ability to accurately compile media monitoring reports, digital analytics, communications performance data and stakeholder information, while maintaining accurate communication records, media databases and digital asset libraries.

Experience Requirements

- **Operational Foundation:** Minimum of three (3) years' relevant experience in communications, media relations, journalism, public relations, marketing or digital communications.
- **Communications Expertise:** Demonstrated experience in media relations, writing for the press, speech writing and executive communications, professional photography and videography, social media management, digital campaigns, and professional editing and design software. Experience in aviation, tourism, government or the public sector would be considered an asset.
- **Portfolio:** Applicants should be able to present a portfolio of published writing, photography, video and design work.

Working Conditions

The postholder must be available to work evenings, weekends, public holidays and outside normal working hours during emergencies, airline inaugurals, route launches, media engagements, official events and airport operational incidents.

Given the mobile and media-facing nature of the post, the postholder will be provided with a transportation allowance and a company mobile phone, and is expected to remain reachable for media relations and incident communications purposes, including outside normal working hours as reasonably required.

The officer may be required to travel locally and internationally in support of TCIAA business activities, route development conferences, stakeholder engagements, training programmes and official events.

The postholder will work in both office and airside environments and must comply with all airport safety and security requirements, including obtaining and maintaining any airport identification pass required for the role.

Why Join TCIAA?

- Be part of a critical national infrastructure organisation.
- Contribute directly to the safety and efficiency of airport operations.
- Access opportunities for technical training and professional development.
- Work in a dynamic, team-oriented, and safety-focused environment.

Application Requirements

- **Cover letter**
- **Resume**
- **Two (2) professional references attesting to character and competency**
- **Enhanced police record (purpose Airport ID)**
- **Proof of status**

No later than November 20, 2026, to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Walter E. Cox Administration Building
Howard Hamilton International Airport
Telephone# 649-338-5420 Email: hrrecruitment@tciairports.tc