

**Job Description**

**Senior Communications Officer**

Level 9 (£37,035 - £37,938), full time 36.25 hours

**Responsible To: Responsible For:**

Communications Manager N/A

**About the job:**

To provide a first-class communications service to ensure colleagues and residents are fully informed about what is happening across the councils. It will involve leading on plenty of exciting projects and generating content across multiple platforms.

You will need to have a thorough understanding of how the organisations work, be great at building relationships and be creative in telling our story.

**Role:**

To lead the communications and marketing for major projects across the organisation, ensuring it is data led and evaluated effectively.

Be proactive in seeking out opportunities to publicise the work we are doing and work with colleagues across the organisation to develop and deliver proactive communications plans to deal with complex issues, providing challenge where necessary.

To be an advocate for a new ‘internal first’ approach to communications, working with teams to create a culture where this is seen as everyone’s responsibility.

Be creative in the development of new communications channels, working with the team to ensure we are communicating with residents in the right place, at the right time.

To ensure all officers and members are supported and advised on communications and public relations as required.

To provide wider support to the team through media relations, ensuring websites and intranets are up-to-date and deputising for the Communications Manager where appropriate.

To be part of an out of hours social media rota to and attend meetings and/or events outside of normal working hours where necessary.

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**About you:**

You will be an imaginative and possess excellent creative communication skills to develop high quality, data led campaigns.

You will be an experienced problem solver, have great negotiation skills and be adaptable and prepared to take on a wide variety of project work.

You’ll have a keen news sense, political awareness and a knowledge of locale context.

You will be customer-focused, with experience of developing good relationships with various teams and services across an organisation. You will have a strong desire to work for a public sector organisation dedicated to supporting its communities through a variety of challenges including the cost-of-living, housing, and climate crises.

 **Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.



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| **What the successful candidate will have:**

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| **Qualifications*** A relevant degree or further education qualification.
* Evidence of continuous professional development and/or specialist knowledge

**Experience*** At least two years of experience working in a similar role (preferably in a political environment).
* Experience in developing, delivering, and reviewing communications campaigns, including the handling of data and analytics to seek continual improvement.
* Experience of being responsible for reputation management
* Experience of dealing with crisis situations and supporting an organisation through such a period.

**Knowledge*** An understanding of the political environment and how local authorities’ function.
* An understanding of how the media works and how we can use a variety of channels to publicise our work.
* An understanding of media law.
* An understanding of the importance of horizon scanning and dealing with issues before they affect our reputation.

**Skills and Abilities*** Excellent communication skills.
* Excellent IT and administration skills.
* An ability to build relationships with people at all levels in the organisation.
* A fantastic writing style that can help tell the story of our organisation.
* To be able to edit internet and intranet sites.
* To be able to take photographs and record and edit videos and audio for use on digital platforms.
* The ability to attend meetings out of hours on a regular basis.

**You will play a key part in our organisational culture:****A LEARNING FORWARD THINKING ORGANISATION** – Plans and prioritises effectively deciding what to do and what not to do, if unsure ask**RESPECT AND INTEGRITY** – Is visible, approachable, open and honest with colleagues.**PRIDE** – Creates an upbeat, positive culture among colleagues.**TWO COUNCILS, ONE SHARED SERVICE** – Builds effective relationships outside their immediate team, with win-win relationships for all |
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