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| Role | Communications Assistant |
| Standardised job description code | GENCOM-01 | Grade | 4 |
| Role Purpose |
| Provides comprehensive, proactive communications support to the team to enable the delivery of a range of communications activities within the communications plan for a division, department, research unit or strategic priority area for the University.   |
| Grade Descriptors |
| [high level core purpose commensurate with grade descriptor] =not to be edited |

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| * Regularly works within routine communications processes and procedures and exercises judgement in interpreting procedures to resolve issues effectively.
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| * Applies a working knowledge of communications related activites, and shares information with others as appropriate.
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| * Drafts clear content and efficiently handles routine data for effective analysis, contributing to informed decision-making within the department.
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| * Takes ownership of prioritising own tasks, facilitating smooth workflow and operational efficiency.
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| * Requires knowledge of appropriate professional practice (e.g., legislation, policies, standards and procedures) relevant to the Communications Assistant role.
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| **CORE RESPONSIBILITIES [high level work which applies to multiple employees]**  |
| Guidance on what can be changed can be found in the Toolkit for Managers & HRChanges to core responsibilities must be checked and verified at local HR level to ensure edits are appropriate and remain within grade descriptor boundaries described above |
| * Provide day-to-day administrative and operational support to members of the Communications team, updating and maintaining relevant contacts and distribution lists, and/or databases, adhering to general GDPR principles.
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| * Act as a point of contact for communications-related enquiries from within the University and from external parties as applicable. Respond to straightforward queries in a timely manner and know when to escalate enquiries to another member of the team.
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| * Assist in writing and coordinating internal/external communications content across the department in accordance with a communications plan and/or more senior members of the team; for instance, for newsletter items, blog posts, case-studies, website updates, social media posts and messages.
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| * Assist with the timely production and distribution of promotional materials for communications activities by coordinating with designers and other suppliers as necessary.
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| * Work with the communications team to follow the University and/or department guidelines on branding in all communications activity.
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| * Assist with the planning and organisation of internal/external events, supporting logistics and delivery effectively; for instance, helping to arrange venue hire, catering, AV.
 |
| * Support the evaluation of communication activities through a range of tools, analysis and reporting; for example, collating online surveys and feedback forms, and running digital analytics reports.
 |
| * Build relationships within the communications team and community to help ensure that all communications activity meets and is coordinated with the requirements of stakeholder groups.
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| * Be an active member of the University’s Communications Community of Practice and/or other relevant networks/groups, in order to share information, promote best practice and ensure a coordinated approach to cross-University communications.
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| * Foster positive and collaborative relationships with key external third parties (for instance, designers, printers, suppliers), to promote the positive reputation of the University.
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| Selection CriteriaESSENTIAL [defined by SJD]  |
| * A good general level of education (A-Level or equivalent professional experience).
* Demonstrable experience of communications activities, both print and digital.
* Excellent writing skills and attention to detail.
* Excellent interpersonal skills, with an ability to communicate confidently and clearly to stakeholders.
* Ability to organise events and make administrative arrangements.
* Ability to work independently, with minimum supervision and a willingness to resolve situations and make judgements on when to refer issues to other team members.
* Good IT skills and competent using Microsoft packages
* Demonstrated awareness of the role of AI and digital developments in communications today
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| Desirable |
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| Date |  |
| Edits to core responsibilities checked & verified by {Departmental HR contact}: |  |