

Designation:	Projects Communications and Engagement Officer
Grade:	STR5
Responsible to:	Corporate Communications Manager
Service Area:	Corporate Communications
Post Number:	tbc

ESSENTIAL CRITERIA

QUALIFICATIONS

- Communications/marketing qualification OR experience in delivering social or digital or other communications activities, and graphic design.

EXPERIENCE

- Working on projects to deliver measurable outcomes within a specific time frame.
- A track record of achieving results.
- Providing administrative or communications support in a busy environment.
- Organising a busy and varied workload and managing competing priorities.

SKILLS & KNOWLEDGE

Knowledge:

- MS Office
- Social media channels, including Twitter and Facebook
- Graphic design

Skills:

- Work to the highest standards, demonstrating resilience to pressure and retaining due professionalism at all times.
- Good organisational skills. Able to manage often conflicting demands and prioritise accordingly. Ability to maintain a wide range of record keeping, both computerised and manual.
- Develop productive relationships with a diverse range of internal stakeholders.
- Excellent internal customer service skills.
- Excellent verbal and written communications skills. Able to use these skills to achieve results and build relationships.
- Able to write and edit clear, concise copy for different target audiences within tight deadlines.
- Able to research thoroughly and present information accurately.
- Innovative and creative approach to problem solving.
- Able to use initiative to drive forward key projects and achieve results, in line with objectives.
- Demonstrate good attention to detail.
- Drive to develop and learn within a small but busy communications team

PERSONAL ATTRIBUTES

- We are looking for a versatile communication professional who thrives on working in a variety of areas and providing quality communications.

- Be able to develop compelling content to meet the information needs of audiences as they access different channels.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

- Degree level qualification or equivalent

EXPERIENCE

- Providing communications support within a wider communications team.
- Writing for different target audiences – including media, online and printed materials.
- Managing social media channels.

SKILLS & KNOWLEDGE

Knowledge:

- Current issues and challenges facing local government and public services, as well as local government policies and procedures.
- Various laws and codes governing public relations and communications, including those specific to local government.

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.