

Role Profile and Specification - Policy and Communications Support Officer

Service Area	Chief Executives
Role Title	Policy and Communications Support Officer
Location	Oxted/Agile
Reports to	Communications Specialist
Salary/Grade	TA1
Duration/Hours	37 hours (fixed term)

Service area purpose

The Chief Executive's function sets the Council's direction within the context of its vision and political steer. This achieves the Council's ambitions, enhances its reputation and ensures the efficient and effective delivery of the Council's strategy, key services and projects.

The Policy and Communications Team works closely with teams across the Council, to deliver a professional, proactive and creative service which supports and communicates the Council's vision, corporate plan and objectives and strengthens its reputation.

Job purpose

As part of the Policy and Communications Team, pro-actively support the oversight, development and implementation of:

- The Corporate Plan and related action plans, which set out the overall direction and objectives of the Council.
- Service plans which detail key objectives for services, how we measure our performance and manage risks.

Other key areas include:

- Working on projects which require consultation and engagement with our stakeholders.
- Managing our social media accounts.
- Managing any complaints and other general administration.

Key objectives

- To work with colleagues to support the development and delivery of the Council's corporate plan.
- To provide administrative support to the Policy and Communications Team to ensure delivery of plans, actions, campaigns and related publicity.

Specific responsibilities

- To work with services ensuring their corporate action plans are maintained and updated.
- To co-ordinate and support colleagues in the preparation of annual service plans.
- To work closely with service managers to ensure actions and timescales are achieved.
- To work on a broad range of tasks and with colleagues at all levels.
- To create posts for social media and monitor and reply to social media queries.
- To keep the website and intranet up to date.
- To be responsible for the administration of the corporate complaints system and prepare monthly complaints statistics.
- To provide general administration support to the team.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Excellent standard of general education required, including Maths and English and/or equivalent experience. 	<ul style="list-style-type: none"> • Graduate or similar level of education.

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of maintaining databases, analysing and processing information for reporting. • Experience of working in an office environment. • Experience of working as part of a team. • Experience of working in a fast-paced and busy environment. • Experience of administering/overseeing digital content. 	<ul style="list-style-type: none"> • Previous experience in policy support and/or communications. • Experience of preparing briefing notes, or reports. • Experience of working with basic statistics and information and being able to draw conclusions and present the findings. • Website content management experience. • Knowledge of Salesforce case management system. • Experience of purchasing and procurement administration.

Key skills and knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Excellent organisational skills. • Numerate and able to handle and analyse data and statistics. • Accuracy and attention to detail. 	<ul style="list-style-type: none"> • Good understanding of Council services. • Knowledge and understanding of social media channels. • Experience of responding to social media enquiries.

- Able to work in a planned and organised manner, on a number of different tasks.
- Able to analyse and process information for reporting.
- Able to work with colleagues across a range of professions and levels of seniority.
- Proactive with commitment to excellent customer service.
- Team worker with ability to work on own initiative.
- Methodical, resourceful and flexible in approach.
- Able to perform efficiently and effectively under pressure.
- Proficient in MS Office.
- Ability to understand relevant legislation and processes.
- Knowledge of equalities.
- Understanding of the broad requirements of the data protection principles.
- A commitment to equality and diversity.

- Interest in policy and national or local government.