
Recruitment information

Job description and person specification

Your title	Communications Support Officer
DBS check	This post requires no DBS
Post number	
Your team	Policy and Performance
You would be based	Esher, Civic Centre
Your line manager	Communications Manager



Elmbridge
Borough Council

About the role

You will be joining a Communications Team committed to providing a quality communications service both internally and externally.

The Communications Team is at the centre of all council activities. We help protect the reputation of the council, plus inform the Elmbridge community about the strategies and actions the council is taking to help Elmbridge to thrive.

The main purpose of the role:

You will support the Team by ensuring communications channels such as the intranet and external website are kept up to date and help us manage and respond to the day-to-day queries we receive.

Specific duties and responsibilities

To support the Communications Team in maintaining high standards of internal and external communications focusing on the council's intranet and external website.

Help the Communications Team manage the internal and external queries and requests it receives.

Ensure content on the intranet and external website meet standards of accessibility, and clarity and that the council's brand and communications guidelines are adhered to.

Support the Communications Team with communications activities and campaigns, including issuing press releases on behalf of the council and issuing electronic newsletters.

Manage the council's 29 noticeboards. Provide flyers to the volunteers in required, work with council teams to ensure the noticeboards are kept up to date, clean and in a good state of repair.

Deliver excellent service to all customers meeting the Communications Team standards of customer service and behaviour.

Undertake any other duties determined by the Communications Manager and Head of Policy and Performance as appropriate and commensurate to the post.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, midyear reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Communications Support Officer

Post no: tba

Hours: 22hrs per week

Team: Policy & Performance

Car allowance: n/a

Salary: SCP14– 21, £27,309 - £31,390, pro rata

Starting on SCP14

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Educated to GCSE level in Maths and English or equivalent	E	A
2	Evidence of continuous professional development	D	A

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
3	Experience of working in a communication or marketing based team.	D	A, I
4	Proven presentational skills — both written and oral	E	A, I
5	Proven problem solver	E	A, I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
6	Using web editing software and content management systems	E	A, I
7	Proven ability to multitask on various projects, work quickly and accurately under pressure and deliver to deadline.	E	A, T, I
8	Proven ability to work effectively as part of a team and as an individual.	E	A, I

9	Using Microsoft programmes, Outlook, Word, Powerpoint, Excel	E	A
10	Ability to demonstrate a flexible and cooperative approach towards changing business needs	E	A, I
11	Good interpersonal skills, particularly dealing with the public	E	A,I
12	Excellent administration skills	E	A,I

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
13	Attending occasional evening meetings	D	A