**Title of post:** Communications Senior Officer – Communications & Engagement

**Grade:** Grade F

**Responsible to:** Communications Team Manager

Purpose of Post: To write, produce and design communications material about GMPF. To supervise the Communication Officers and Assistants within the team and monitor workloads, appraise output and provide support to all team members.

Main Duties & Key Responsibilities:

1. ***To be responsible for the work of your team***

* Be jointly responsible for producing web page content, newsletters, promotional material, literature, social media information and similar items of communications and design related work
* Assist on areas of internal communication, including being jointly responsible for the service’s internal portal and staff newsletter
* Be responsible for ensuring that all communications material produced by you and your team is of a high standard and in line with in-house expectations
* Support your Team Manager in delivering the objectives set for the Communications section and assist in predicting and anticipating future workloads in order to manage them effectively
* Assist your Team Manager in determining workload priorities and communicate those priorities and their expected completion times to your team members
* Allocate sufficient and appropriate work to your team members and, in conjunction with your Team Manager, undertake regular reviews of all work completed on the team to ensure the quality of work produced meets the required statutory and in-house standards
* Provide information for management reports and produce statistics on your team’s work, as required
* Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
* Carry out gap analysis to identify areas where communication and engagement needs to be improved
* Be able to ensure diversity and inclusion within the communications and engagement field of work, and carry out checks or initiatives that ensure we are reaching out to all groups and stakeholders
* Assess the viability of existing communications and engagement activities and any related products and tools, as well as investigate and assess new ideas and products
* Assist and provide support to members of your team or other teams with any unusual or high priority work
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Assess and develop all social media initiatives
* Contribute to the delivery of all projects being carried out affecting your team and be responsible for completing your allocated tasks to the highest standard

1. *To supervise Communications Officers and Assistants*

* Be responsible for monitoring the workloads and output of one or more Communication Officers and Assistants and for reviewing and appraising their work
* Provide instruction and advice to those Officers and Assistants in order to help them to complete their tasks correctly and on time
* Act as a mentor to all new Communications Officers and Assistants assigned to you and ensure any induction plans and initial training requirements are completed in conjunction with your Team Manager
* Be responsible for providing, arranging and reviewing their ongoing training needs and, together with your Team Manager, identify ways in which you can help them to develop and progress in their role
* Be responsible for the day-to-day cover arrangements on team, in conjunction with your fellow Senior Officers, and ensure any office policies and procedures are followed and adhered to
* Provide cover and support for other Senior Officers and your Team Manager whenever required
* Assist with recruitment, adherence to the managing attendance policy and any similar tasks, as and when required
* Recognise good practice, effort and exceptional performance demonstrated by members of your team
* Be aware of best practice in your field

1. ***To be responsible for your own self-development and contribute to the overall success of the service***

* Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
* Be responsible for assessing your own training needs and feeding this back to your Team Manager, and identify ways in which you might want to develop and progress in your role
* Be jointly responsible for all team training manuals and guidance notes, ensuring they are kept accurate and up to date
* Assist with ensuring your team prioritises customer outcomes and focuses on delivering high standards of service and ensure all procedures relating to customer feedback are followed
* Identify improvements to the service provided to GMPF members and liaise with your Team Manager to appraise and implement these
* Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Practical ability in written English and Mathematics to GCSE grade A to C or equivalent | E | Application form |
| Qualification in communications and design or similar administrative discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of the LGPS or other pension scheme(s) | D | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Test, Interview |
| Experience of: |  |  |
| Working in a communications role | E | Application form, Interview |
| Writing communications material in a clear and concise way | E | Application form, Interview |
| Managing your own workloads and working to deadlines | E | Application form, Test, Interview |
| Resolving customer complaints and applying learning from feedback | E | Application form, Test, Interview |
| Working effectively as part of a team and setting short and medium term objectives | D | Application form, Interview |
| Allocating work to others and monitoring their progress and performance | D | Application form, Interview |
| Providing advice, guidance and training to others and assisting with team development | D | Application form, Interview |
| Implementing new practices and procedures successfully | D | Application form, Interview |
| Producing and collating management information, data and statistics | D | Application form, Interview |
| Assisting with recruitment and supporting attendance management policies | D | Application form, Interview |
| Skill and ability to: |  |  |
| Identify customer needs and be able to make changes in order to meet those needs | E | Test |
| Put together clear and effective communications material about the LGPS and its benefits | E | Test |
| Interpret complex information and respond to queries about pension regulations or legislation | E | Test, Interview |
| Write clear, concise letters and e-mails | E | Test |
| Research new ideas and analyse the effectiveness of communications produced | E | Application form, Interview |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Recognise where issues need to be treated confidentially | E | Test, Interview |
| Demonstrate empathy and deal appropriately with members experiencing bereavement or similar | E | Test, Interview |
| Supervise and mentor others, passing on leadership skills and promoting positivity | E | Interview |
| Determine your own work priorities and those of other members of your team and manage conflicting demands appropriately | E | Test, Interview |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams and sections | E | Interview |
| Recognise when a procedure or policy is not working as effectively as it could and make suggestions as to how it could be improved | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good IT and computer skills | E | Application form, Test, Interview |
| Promote equalities and diversity in the workplace | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on