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Job and Person Profile

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| **Job title** | Communications Assistant |
| **Job Reference** | 10711 |
| **Grade and Salary** | G4 £24,496 per annum (pro rata if part time)  This role includes performance related pay progression |
| **Directorate** | Growth, Highways and Infrastructure |
| **Service area** | Waste and Environment |
| **Team** | Environment Strategy |
| **Location** | Endeavour House, 8 Russell Road, Ipswich, IP1 2BX |
| **Hours per week** | 37 |
| **Status** | **Fixed term up to 2 years** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)*   Please speak with the contact on the advert to discuss your preferences and learn more about the options that can be offered. |

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| **Main purpose of the job** |

This post is a key support role for the Suffolk Climate Change Partnership (SCCP), providing a customer focussed first point of contact, and providing wide communications support for the partnership, including creating newsletters, social media content and managing parts of the Green Suffolk website. In addition, the post holder will be required to work closely with partners and stakeholders providing practical support in the setting-up and delivery of public events and activities.

To support delivery of communications to the public, stakeholders and partners through the management of the Greenest County website, social media interface. To ensure that web content is relevant, timely and focused on customer needs and that social media is utilised to maximise engagement with customers.

To work with the Suffolk Climate Change Partnership Team to support the promotion of projects and behaviour change campaigns to businesses, communities and residents as required.

The post will play a key role in assisting Suffolk’s Councils work towards a Net Zero Suffolk by 2030

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| **About the team** |

The role supports the members of the SCCP, which includes all Suffolk’s Local Authorities as well as other organisations working locally and is hosted within Suffolk County Council’s Environment Strategy Team. This is a dynamic group of professionals committed to delivering low carbon measures within homes and business premises, supporting Suffolk’s communities to benefit from the transition to a low carbon economy and ensuring growth in Suffolk is inclusive.

The team works in a flexible way and embraces remote working where this improves efficiency in the delivery of our shared objectives.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Manage yourself by taking responsibility for your own personal development, motivation, performance, behaviour, health, safety and general wellbeing through the application of appropriate policies, procedures and management techniques;
* Plan and be creative in the use of resources through meaningful application of technology, systems thinking, smarter ways of working, time management and project management tools and techniques;
* Think critically and analytically to provide clarity of vision to others, make decisions and recommendations based on sound rationale, and influence the development and implementation of strategies for positive change;
* Be an effective ambassador for the Suffolk Climate Change Partnership and deliver meaningful, convincing and motivational communications externally to a wide range of audiences;
* Work collaboratively with others to build relationships and a network of contacts that will deliver the best outcomes for people and places in Suffolk, whilst accounting for and responding to customer satisfaction and future needs;
* Work with the Climate Emergency Communications and Engagement Officer to understand forthcoming communications and ensure that information on the web site is aligned to changing priorities.
* Work closely with the Communities Support Officer to ensure timely and relevant communications are delivered.
* Sourcing pictures & video that can be used for publicity purposes
* Contributing to content for magazines, blogs and editorials
* Work with the Communications and Customer Services Team to support the development and delivery of the communications plan and thematic communications plans when appropriate.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and Professional Memberships**

1. Working towards professional qualification e.g. CAM or CIM, CIPR or relevant experience
2. Degree-level equivalent qualification or experience in a relevant field (desirable)

**Values and Personal Qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WeASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/opportunities/life-at-suffolk-county-council/our-weaspire-values) values
2. Passionate about making a positive difference for Suffolk

**Specialist knowledge skills and experience**

1. Experience in the delivery of external communications (e.g. newsletters, websites, social media) would be desirable ideally within local authority
2. High levels of literacy and numeracy skills;
3. Good working knowledge and proficiency in the use of MS Word, Excel, Outlook and design software
4. Ability to interrogate systems from an ‘expert user’ perspective;
5. Preferably a good working knowledge of legislation and guidance affecting the publication of online information e.g. data protection, FOI, copyright.
6. A good understanding of the key concepts of web design, including layout, navigation and naming conventions.
7. Ability to research and understand technical elements required.
8. Working knowledge of email and internet
9. Demonstrable experience of working in a web, communications or marketing environment.
10. Good verbal and written communications skills.
11. Professional and polite when dealing with colleagues and customers. Provides accurate, timely advice, resolving queries and solving problems.
12. Works effectively as a member of a small team, supporting team members and demonstrating a flexible approach.
13. Interest in environment issues
14. The ability to engage with diverse audiences and act as an ambassador for the Partnership.
15. Ability to remain calm in stressful situations
16. Demonstrates a positive attitude, commitment and enthusiasm.
17. The ability to work under pressure on several different projects and achieve deadlines
18. Ability to share the vision for the wider team and to engage people in working together to deliver against the vision
19. Willing to work occasional unsocial hours at weekends and/or evenings for which Time Off In Lieu will be given.

**Additional requirements**

1. Occasional travel across the county to attend meetings is required

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

**Travel requirements**

* Infrequent Travel - We positively encourage the use of technology to communicate and engage, but on occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

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| **W** | **Wellbeing** – Looking after yourself and each other #oneteam |
| **E** | **Equality** – Respecting, valuing, embracing, and celebrating everyone’s unique differences |
| **A** | **Achieve** – We are the best we can be |
| **S** | **Support** – We work as one team |
| **P** | **Pride** – We are passionate about making a positive difference to the people and place of Suffolk |
| **I** | **Innovate** – We believe that every penny counts and every minute matters |
| **R** | **Respect** – We give and earn respect |
| **E** | **Empower** – We empower, encourage, and motivate |

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our ASPIRE values.

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

The commitment applies to all roles in the council. We all have customers, whether they are internal or external, and we all have a responsibility for striving to consistently deliver excellent customer service.

Importantly, the commitment also covers our expectations of customers when they contact us and access our services.

[**Click here to view our Customer Commitment.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **Guaranteed Interview Schemes** | If you are a care leaver or have a recognised disability, please tell us on your application form and we offer a guaranteed interview for those who meet the essential criteria from the role. |
| **Reasonable Adjustments** | If you have a disability or long-term illness that may prevent you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.  **Tel: 03456 053 000 Email:** [**recruitment@suffolk.gov.uk**](mailto:recruitment@suffolk.gov.uk) |
| **Parental Leave** | We are happy for you to apply if you are pregnant, on maternity leave, or another kind of long-term parental leave.  If you are the best person, we will wait for you and appoint someone else on a temporary basis if needed. |

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| We offer a fantastic working environment including diverse and active staff networks,  great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents. Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more. |