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Job and Person Profile

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| **Job title** | Communications Officer |
| **Job Reference** | 11690 |
| **Grade and Salary** | 5 - £30,151 per annum (pro rata if part time)This role includes performance related pay progression |
| **Directorate** | Corporate Services (CS) |
| **Service area** | Communications |
| **Team** | Communications, Consultation and Media Team |
| **Location** | Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX. |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| 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** |

Communications Officers are embedded at the heart of the communications team, supporting Senior Communications Officers to devise, deliver and evaluate the impact of a range of high profile communications campaigns that help Suffolk County Council to deliver its organisational objectives. They help to bring our campaigns to life.

Working within tight budgets, they use their communications knowledge and experience to support the development and delivery of campaigns that use a wide range of communications techniques to have positive impacts on people’s behaviours and deliver compelling messages to target audiences. They also work to ensure that Suffolk County Council’s reputation is protected and enhanced.

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| **About the team**  |

Communications Officers report to the Communications Managers, alongside Senior Communications Officers, the Graphic Designer and Videographer. They do not have line-management responsibilities. The Head of Communications leads the whole team.

Together, the communications team will create, implement and evaluate a range of campaigns to help Suffolk County Council achieve its organisational objectives. This will include campaigns that aim to have a positive impact on people’s behaviour, including Suffolk County Council staff and Suffolk residents. The team will also work to protect and enhance the reputation of Suffolk County Council.

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

**Day to day tasks may include:**

* Support the development and delivery of multiple communications activities and campaigns, employing an appropriate mix of communications techniques, channels and behavioural change skills
* Work within tight campaign budgets, accounting for spend and delivering value for money communications activities and campaigns
* Quickly and efficiently deliver a range of essential daily tasks within the communications team, eg the media summary and analysis, staff newsletters and stakeholder mapping
* Handle contentious issues
* Protect and enhance Suffolk County Council’s reputation, including handling media enquiries
* Be part of the communications team on call rota, as required

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. Educated to degree level or equivalent, or at least one year of equivalent professional experience in a communications and campaigns environment
2. Current, or working towards, membership of an appropriate professional body or qualification (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
3. Creative and continually seeking to find new ways influence people through communications activities and campaigns
4. A passion for improving the lives of people who access our services
5. Willing to work flexibly and adapt to a constantly changing environment
6. Proven ability to meet deadlines and deliver value for money.

**Specialist knowledge skills and experience**

1. Experience of working on creative and audience-focused multidisciplinary communications projects and campaigns
2. Excellent written and verbal communications skills, including presentations, reports, publicity, digital and marketing materials
3. Experience of working with journalists, colleagues and stakeholders
4. Knowledge and experience of using behaviour change techniques in communications (desirable)
5. Experience of working with councillors and understanding of local government (desirable)

**Additional requirements**

1. Some travel across the county to attend meetings and events
2. Work out of hours, as part of a structured on-call rota, as required
3. This role is politically restricted.

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**

We positively encourage the use of technology to communicate, but on occasions, there may be a requirement for you to travel to locations away from your contractual base, 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.



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** |
| **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. |