**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Communications Officer  |
| **Job Reference** | 20089 |
| **Grade and Salary** | 5 - £33,366 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Suffolk Resilience Forum, Communications  |
| **Location** | Endeavour House, Ipswich, IP1 2BX **-** Hybrid |
| **Hours per week** | 37 Hours Per Week |
| **Status** | **Fixed Term** (Up to 3 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)*
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| **About us** |

The Suffolk Resilience Forum (SRF) is a statutory partnership through which agencies involved in civil contingencies routinely work together to prepare Suffolk for emergencies. While not a legal entity, it provides a framework to discharge collective statutory functions under the Civil Contingencies Act 2004. This role is exclusively funded from the Stronger LRF Pilot commencing September 2024 for 2 years piloting the UK Government Resilience Framework (UKGRF) ambitions alongside the development of the Suffolk Local Resilience Strategy.

The SRF **Strategic Vision** – ‘To enable Suffolk to be as prepared and resilient as possible’.

**Mission** -‘Working in collaboration with our partners through multi-agency co-ordination and co-operation, engagement with the wider Suffolk system focusing on prevention, preparation, response, and recovery from major incidents’.

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| **Main purpose of the job** |

The Suffolk Resilience Forum requires a communications officer who will be embedded within the Communications Team at Suffolk County Council, to lead on the delivery of media. This post holder will work with partner agencies to coordinate resilience related media campaigns, support the SRF promotion and support the SRF vision to *make Suffolk as prepared and resilient as possible.*

Communications Officers are embedded at the heart of the communications team. They use their knowledge and experience as communications professionals to work with Senior Communications Officers to devise, deliver and evaluate the impact of a range of high profile communications campaigns. They help to bring our campaigns to life.

Working within tight budgets, they use their knowledge and experience to help develop and deliver 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 the Suffolk Resilience Forum and associated partners reputations are protected and enhanced.

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| **Typical responsibilities of a role at this level** |

* Collaborating with different organisations, teams and departments across Suffolk
* Managing multiple workstreams in supporting delivery of projects within defined timescales.
* Attend national, regional and local meetings as the Suffolk representative
* Project management, research, delivery and support.
* Completing self-motivated research.
* Be expected to take part on the Suffolk Resilience Forum on-call rota to support the major incident infrastructure within Suffolk.
* Support the multi-agency comms cell in Suffolk.
* Provide support to partner agencies and lead workstreams to support emergency planning officers.

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| **About the team**  |

This role will be split across the Communications Team and the Suffolk Resilience Forum team.

Communications Officers report to the Communications and Public Affairs Managers, alongside Senior Communications Officers, Communications Assistant and Graphic Designer. This role does not have line-management responsibilities. The Assistant Director for Communications and Public Affairs leads the whole team.

Together, the communications team will create, implement and evaluate a range of engaging 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.

The SRF team is hosted by Suffolk Fire and Rescue Service with strategic leadership from the Chief Resilience Officer (CRO). The CRO post coordinates workstreams across community resilience, communications, climate adaptation, data integration and business resilience. The SRF Partnership Manager ensures core workstreams such as risk, training and exercising, governance, budget management, response functions and emergency planning support are executed to the highest standard.

All roles are on the SRF on-call rota to provide support to major incidents in Suffolk and support the county Tactical and Strategic Coordination function and the Multi Agency Information Cell.



The SRF multiagency working days are usually Wednesdays, known as Working on Wednesday ‘WoW’. This is when the majority of meetings take place allowing the rest of the week to complete tasks and provide support to partners.

The team works in a flexible way and based at Endeavour house - hybrid working is available. Travel will be expected across the county on occasion.

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

**Day to day tasks may include:**

* Work on 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
* Using sound judgement and professional knowledge, deliver a range of daily communications activities e.g. media summary and analysis, staff newsletters and stakeholder mapping
* Handle appropriate contentious issues and crisis communication situations
* Protect and enhance the Suffolk Resilience Forum’s reputation, including handling media enquiries
* Deputise for Senior Communications Officers, as required
* Be part of the communications team on call rota, as required
* Collaborate with communication officers from all agencies within the SRF to build a joint preparedness campaign to support the SRF Community Risk Register
* Maintain and update the SRF website and social media channels
* Support the SRF working groups to deliver regular communications with identified stakeholders

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. Current, or working towards, membership of an appropriate professional body or qualification (desirable)
2. Current, or working towards, an appropriate project management qualification or evidence of an equivalent level of knowledge and skill (desirable)
3. Educated to degree level or equivalent, or appropriate professional experience in a communications and campaigns environment (essential)

**Values and personal qualities**

1. Creative and continually seeking to find new ways influence people through communications activities and campaigns
2. A passion for improving the lives of people who access our services
3. Ease and willingness to work flexibly and adapt to a constantly changing environment
4. Proven ability to meet deadlines and deliver value for money
5. Demonstrates a passion for making a positive difference for Suffolk.
6. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
7. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
8. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
9. Brings creativity into their work through innovation and openness to change.
10. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

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

**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. Comply with a confidentiality obligation as laid out in contract documentation

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.

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| **Travel requirements** |

You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



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.

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

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| **Our Customer Commitment** |



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.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

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, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.