

Job Description: Communications Officer

Responsible to	Communications Manager
Salary	£23,846 per annum, pro rata (equivalent to fixed point 17 on the NJC scale)
Hours per week	21
Annual leave per annum	25 days pro rata (rising to 30 days after 5 years)
Main base	The Big Life group, 463 Stretford Road, Manchester, M16 9AB
Fixed Term	Permanent
Level of DBS check	Standard

Main aim of the post

To work within The Big Life group's communication team to provide internal and external communications, and marketing, PR, online and social media development.

Main duties of the post

1. To work within the communication strategy and help in its successful delivery
2. To develop websites, ensuring they meet the needs of the group and its services
3. To develop and lead social media campaigns
4. To deliver training to the group on communications, as required
5. To develop and refine internal and external marketing material for the group
6. To develop case studies (either written or videoed)
7. To organise press coverage
8. To respond positively to the communication needs of the group
9. To organise and provide support to teams organising external and internal events
10. To ensure that all material is in keeping with the group brand
11. To report data to evidence our impact and inform future work

General work-related expectations

1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of The Big Life group
3. To work in accordance with all policies and procedures of The Big Life group, particularly (but not exclusively) Health and Safety, Information Governance and Safeguarding
4. To commit to personal development, training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision
7. To undertake any other duties as required, and as appropriate to the post

Minimum Training required for this post

Course title	Needed for this post	Frequency	Other notes
Group induction	✓	Once	
Mission and values	✓	Once	
Safeguarding training (adults and children)	✓	Every three years	
Health and safety internal/briefing	✓	Annual	
Information governance	✓	Once	Annual refresh
Equality and diversity	✓	Every three years	Updates as legislation changes

Attendance at other training courses will need to be discussed with your line manager

Person Specification: Communications Officer

The successful candidate must be able to show that they meet all of the points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
1. Experience	
a. Experience of marketing, PR or communications work	A/I
b. Experience of working in a dynamic organisation and of managing multiple workstreams at once	A/I
c. Experience of using web content management systems to update websites	A/I
d. Experience of managing the production of multimedia content including creating and editing video clips	A/I
e. Experience of delivering a high standard of customer service to a range of customers and clients	A/I
2. Skills	
a. Ability to write copy for a range of marketing, materials and media	A/I
b. Ability to use a range of IT packages and software	A/I
c. Ability to organise work and to plan own workload to meet deadlines	A/I
d. Ability to work as part of a team and independently	A/I
e. Ability to use current social media tools and to stay abreast of new developments	A/I
f. Ability to respond appropriately to the needs of different parts of the business, and to provide a bespoke service as required	
3. Knowledge	
a. Knowledge of the challenges and barriers our client group faces	A/I
b. Knowledge of latest social media/communications tools and techniques	A/I
4. Personal	
a. Positive outlook and a 'can do' attitude	A/I
b. Personal resilience and flexible attitude in the face of difficulties	A/I
c. Commitment to working towards the Big Life group's ethos and values, including having a non-judgemental approach	A/I
d. Commitment to personal development and willingness to regularly update skills and experience	A/I
5. Safeguarding	
e. Appropriate level of DBS check	