



## Job description and person specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title

Communications Officer

Band

B1

Number of posts

1

Directorate

Business Management

Contract type

Fixed term

Duration if fixed term

2 years (with the possibility of extension or permanency)

Management responsibility

None

Reports to

Head of Communications

## Standard duties

To be added by recruiting manager

- Deliver the Parliamentary Digital Service communications strategy and plans.
- Develop and deliver communications plans to support projects.
- Produce high quality content for colleagues across a range of channels which might include newsletters, slide packs, video, events, marketing materials.
- Create and maintain intranet and Sharepoint pages for Digital Service staff and customers.
- Provide general help and support to the Head of Communications as requested.
- Build and maintain excellent relationships with stakeholders and colleagues; using insight and customer research to inform activity.

*The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.*

## Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

Digital Service Staff and Managers, communications professionals across both Houses, Print Services



### **Key external relationships**

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

Occasional contact with external suppliers

### **Person specification**

#### **Standard skills and knowledge required**

- Proven ability to form effective working relationships with key customers, stakeholders and colleagues within a complex management structure.
- Excellent oral communication and interpersonal skills with proven ability to explain technical issues to non technical people.
- Demonstrates good planning and organisational skills to prioritise to meet deadlines and cope with fluctuations in workload.
- Effective team working skills to ensure constructive use of everyone's skills and experience within the team.
- A systematic and analytical approach to problem solving with the ability to communicate technical information to both technical and non technical audiences.
- Ability to supervise, motivate and lead staff to high professional standards.
- Demonstrates an ability to develop, implement and improve processes.

#### **Specific skills and knowledge required**

- Experience in a communications role producing content across a range of channels, including digital.
- Ability to bring to life complex ideas through engaging and creative communication.
- Ability to work as part of a small team, picking up tasks at a range of levels as required.
- Excellent planning and organisational skills, able to prioritise to meet deadlines and takes full responsibility for quality and timescales of own work.
- Understands the needs of the customer how to use customer research to create communications plans.
- Experience of creating, organising and maintaining content on SharePoint and intranet sites.
- Ability to use evaluation to plan, improve and measure the success of communications activity.

**Core SFIA Competencies** (click competency to insert level).

**Autonomy**

**Level 5:** Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.

**Influence**

**Level 5:** Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.

**Business skills**

**Level 5:** Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, execute and evaluate work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/ specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Takes account of relevant legislation.

**Complexity**

**Level 5:** Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationships between own specialism and wider customer/organisational requirements.

**Additional information regarding the post**

**Location**

The post is located on the 4th Floor of 7 Millbank.

**Hours (Full-time)**

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

### **Bands A – E Positions**

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The hours of attendance for this post are **35 net** per week. The exact daily times of attendance will be agreed with line management.

- As of 1 May 2016, hours will increase to 36 net (there will be no effect on pay).

### **For further information**

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests/assessments which will take place as part of the selection process.